



THE CAHPS DATABASE

CAHPS Health Plan Survey Database

2021 Medicaid and Children's Health Insurance Program (CHIP) Chartbook

What Enrollees Say About Their Experiences With Their
Health Plans and Medical Care



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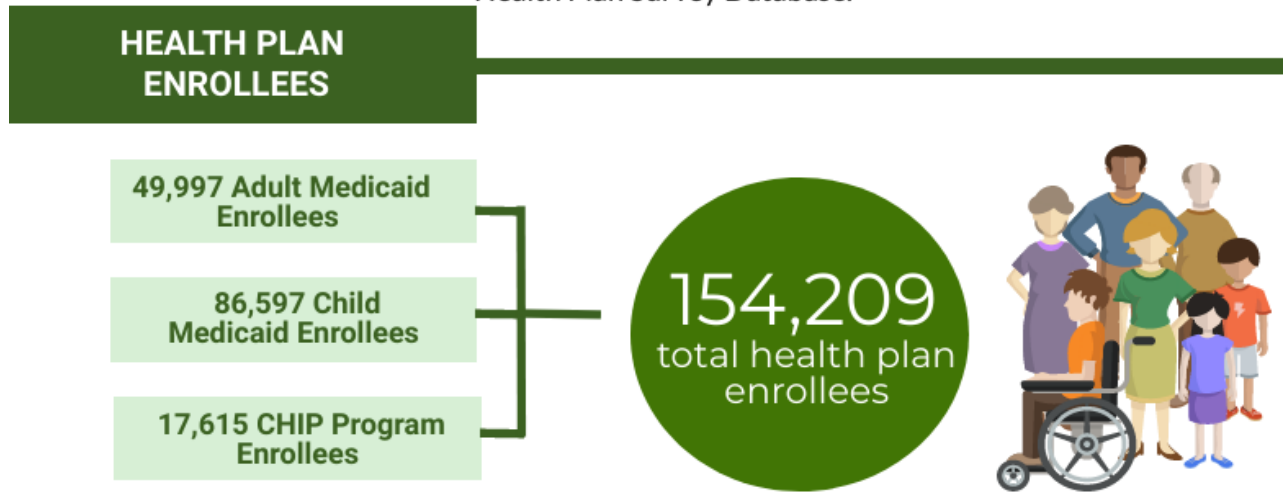


1. OVERVIEW

cahps[®]

2021 Health Plan Survey Database

This overview shows how Medicaid and Children's Health Insurance Program (CHIP) health plan enrollees assess their health plan based on the 2021 Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) Health Plan Survey Database.



AMONG THE THREE ENROLLEE POPULATIONS...

Highest Scoring Measure

How Well Doctors Communicate

82 percent of CHIP respondents indicated that the child's doctor communicated well.

Lowest Scoring Measure

Getting Needed Care

56 percent of Adult Medicaid respondents indicated that they could always get needed care.

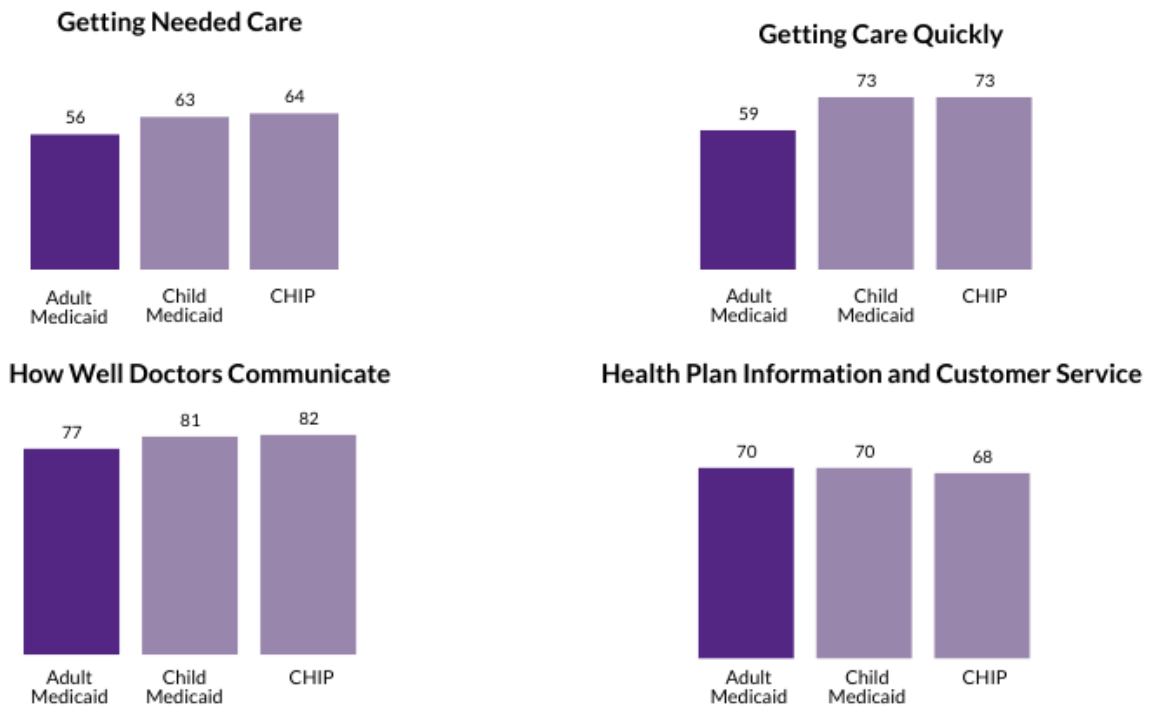
Overall Rating Items

Personal Doctors

Enrollees in each population rated their **Personal Doctors** more highly than their **Specialists, Health Care** or **Health Plans**.

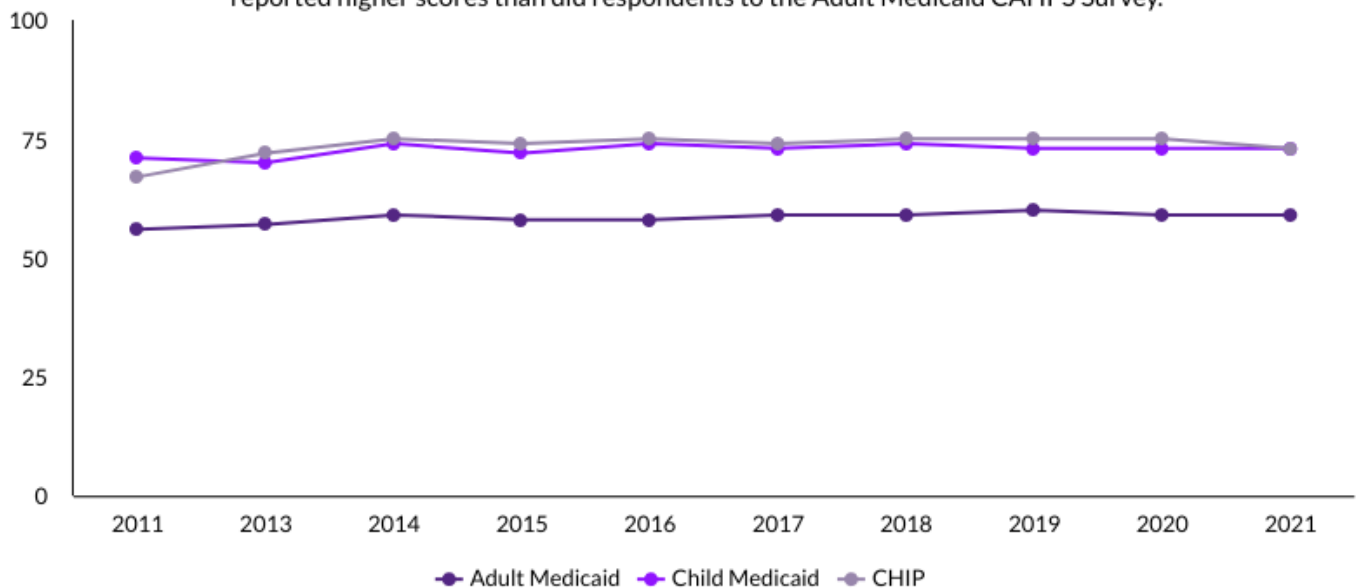
Health Plan Composite Measure Results by Enrollee Population

Child Medicaid and CHIP enrollees reported having better access to care and communication with doctors than reported by Adult Medicaid enrollees.



"Getting Care Quickly" Composite Measure Scores Remain Unchanged

The Adult Medicaid, Child Medicaid and CHIP "Getting Care Quickly" Composite Measure showed no improvements in the 10-year period of 2011-2021. Respondents to the Child Medicaid and CHIP CAHPS Surveys consistently reported higher scores than did respondents to the Adult Medicaid CAHPS Survey.



*Results are not available for 2012

2. INTRODUCTION AND OVERVIEW

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database receives data voluntarily submitted by survey sponsors that have administered the CAHPS Health Plan Survey Versions 5.0/5.0H (HEDIS®) or 5.1/5.1H. The CAHPS Database aggregates the data to facilitate comparisons of CAHPS survey results.

This Medicaid and CHIP Chartbook presents summary-level results calculated from CAHPS Health Plan Survey data submitted in 2021 for the following health plan enrollee populations:

- Adult Medicaid
- Child Medicaid
- CHIP (Children's Health Insurance Program)

Detailed results for each enrollee population are provided for the core survey composite measures, individual question items (including HEDIS and Children with Chronic Conditions Item Set), and ratings in the sections that follow. In addition, selected trend results for 2011-2021 are presented for each enrollee population.

Results are also presented on the AHRQ Data Tools site (<https://datatools.ahrq.gov/cahps>), an online platform that allows users to explore the results for survey composite measures, rating measures, and individual items. The AHRQ Data Tools site is updated annually with new data submitted by users of the CAHPS Health Plan Survey.

Table 1 presents a composite measure top box scores (the most positive survey response option) and ratings for the three health plan enrollee populations.

Table 1. 2021 Top Box Scores For Enrollee Populations

Composite Measure/Rating	Adult Medicaid	Child Medicaid	CHIP
Number of Plans	162	175	52
Number of Respondents	49,997	86,597	17,615
Composite Measure			
Getting Needed Care	56%	63%	64%
Getting Care Quickly	59%	73%	73%
How Well Doctors Communicate	77%	81%	82%
Health Plan Information and Customer Service	70%	70%	68%
Ratings			
Rating of Personal Doctor	69%	77%	78%
Rating of Specialist	69%	74%	75%
Rating of Health Care	58%	72%	74%
Rating of Health Plan	62%	71%	73%

3. DATA SOURCES, LIMITATIONS AND RESEARCH DATASETS

Data Sources

The data presented in this Chartbook were compiled from CAHPS Health Plan Survey responses submitted to the CAHPS Database by various survey sponsors, including State Medicaid agencies, CHIP programs, and individual health plans. The 2021 results are based on survey data collected between July 2020 and July 2021.

As shown in Table 2, over 94% of data submitted were collected with the 5.1/5.1H (HEDIS) survey version. The 5.1 survey version was released in the fall of 2020 to accommodate a patient care environment with a significant increase in telehealth use. The 5.1 versions of the CAHPS Health Plan Survey explicitly ask about respondents' experiences with care received in person, by phone, and by video. The HEDIS designation refers to supplemental questions added to the survey as part of the Healthcare Effectiveness Data and Information Set sponsored by the National Committee on Quality Assurance (NCQA). The 5.1H version of the survey is included in both the 2021 Adult and Child Core Health Care Quality Measurement Sets sponsored by the Center for Medicaid and CHIP Services.

Table 2. 2021 Survey Versions For Enrollee Populations

Population	Survey Version	Number of Plans	Number of Respondents
Adult Medicaid	5.0H	4	1,556
	5.1H	158	48,441
Adult Medicaid Combined		162	49,997
Child Medicaid	5.0H	2	4,534
	5.0H with Chronic Conditions Items	13	871
	5.1H	95	61,923
	5.1H with Chronic Conditions Items	65	19,269
Child Medicaid Combined		175	86,597
CHIP	5.0	1	317
	5.0H	3	1,520
	5.1H	36	12,933
	5.1H with Chronic Conditions Items	12	2,845
CHIP Combined		52	17,615

We present combined results for the core survey measures for both the 5.0/5.0H and 5.1/5.1H versions of the CAHPS Health Plan Survey. In addition, results for the core survey measures of the Child Survey have been combined to include the 5.0/5.0H and 5.1/5.1H versions with and without the Children with Chronic Conditions items.

Appendix A presents the distribution of response modes for each of the three health plan enrollee populations. Appendix B and Appendix C present respondent demographic characteristics and utilization data, respectively. Appendix D presents the number of Medicaid and CHIP survey respondents by State, and Appendix E presents top box scores by census region.

Data Limitations

The organizations that voluntarily contribute data to the CAHPS Database do not represent a statistically drawn sample of all U.S. health plans. Health plans choose whether to participate in the database. Therefore, the data presented here are not representative of all U.S. Medicaid or CHIP health plans or enrollee populations. Estimates based on these voluntarily submitted data sets should not be used to infer to the U.S. Medicaid and CHIP health plan and enrollee populations. In addition, the number and mix of sponsors contributing data vary slightly from year to year, and therefore comparisons over time should be made with these limitations and variations in mind. Users of these data should also take into account that variations in benefit design and other factors might affect survey responses.

Impact of COVID-19 Pandemic

To assess the possible impact of the COVID-19 pandemic on data submitted to the 2021 CAHPS Health Plan Survey Database, analyses were performed comparing 1) the number of plan submissions, 2) survey scores, and 3) missing data for the 2021 data and data submitted for the same time periods in 2018, 2019, and 2020. These analyses show that the COVID-19 pandemic did not appear to have had a major impact on the number of CAHPS Health Plan Survey submissions to the 2021 CAHPS Database, or on survey scores compared to the previous three years. A few individual items relating to accessing care had a higher percentage of missing data in 2021 as compared to previous years, but it could be due to respondents not accessing care during the pandemic and therefore, appropriately skipped or did not answer some questions.

Research Datasets and Technical Assistance

De-identified CAHPS Health Plan Survey data research files are available upon request according to the CAHPS Database Data Release Policy. To learn more, visit <https://www.ahrq.gov/cahps/cahps-database>.

Questions or comments regarding this Chartbook or the CAHPS Health Plan Survey Database may be directed to the CAHPS Database by email CAHPSDatabase@westat.com or the toll-free help line at 888-808-7108.

4. RESULTS BY ENROLLEE POPULATION

This section presents a summary of results for each of the three health plan enrollee populations included in the 2021 CAHPS Health Plan Survey Database. Results are presented for the four composite measures, the individual question items that compose each composite measure, the four ratings, HEDIS questions, and Children with Chronic Conditions composite measures. Appendix F lists the composite measures, individual items, select HEDIS items and ratings for the 5.0H/5.1H version of the CAHPS Health Plan Survey.

Survey results are presented in the following order:

- Adult Medicaid
- Child Medicaid
- CHIP

To provide context for the 2021 results, selected respondent characteristics are shown at the beginning of each section. Detailed tables of respondent characteristics are provided in Appendix B.

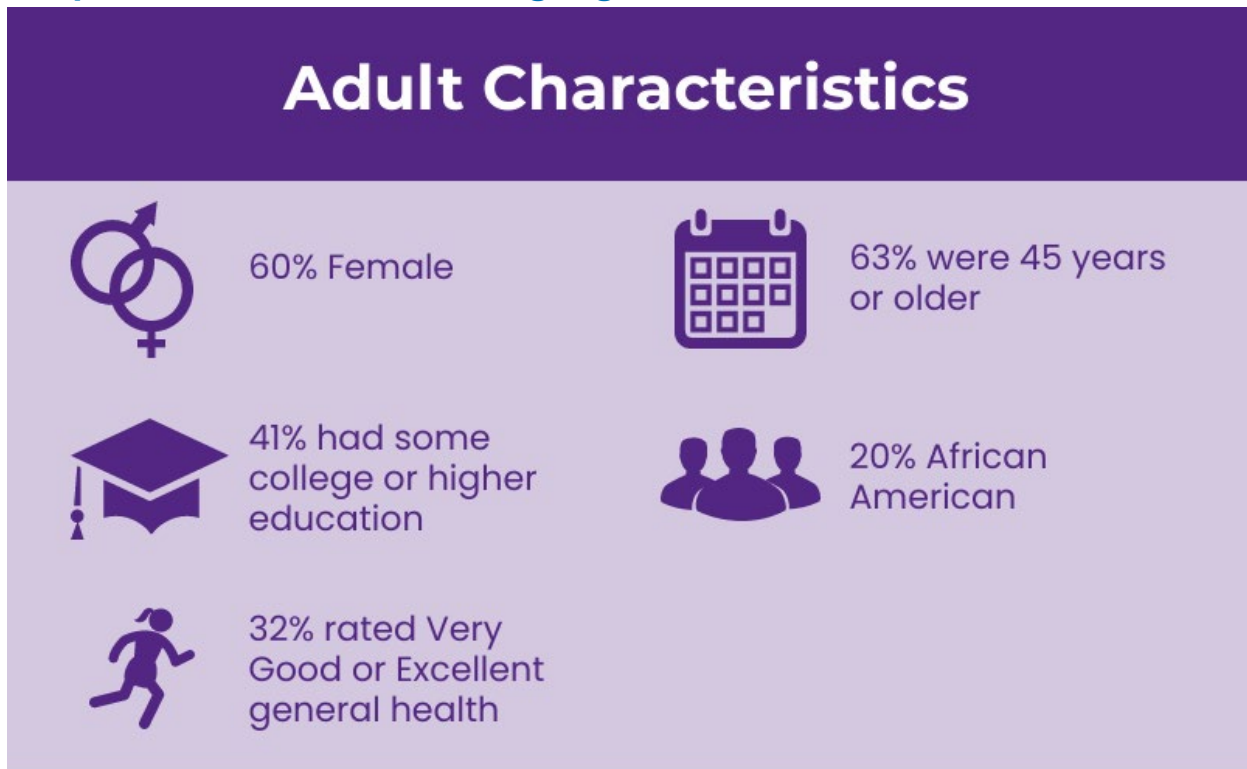
Each section then presents the percentage distribution of survey respondents by state and a set of bar charts showing the distribution of scores for each response category. Next, a table showing the distribution of results for selected percentiles is shown. Each section concludes with a series of line graphs showing trend data for 2011 to 2021, followed by a table that provides the number of plans and respondents for each year. Although the CAHPS Health Plan Survey instrument changed slightly during this period with the transition from the 4.0 to the 5.0/5.1 versions, changes to individual question items were very minor, and there were no changes to the rating questions or to the definition of the composite measures.

All results presented in the bar charts and trends were calculated at the respondent level, and percentiles were calculated at the health plan level (see Appendix G for details on calculations).

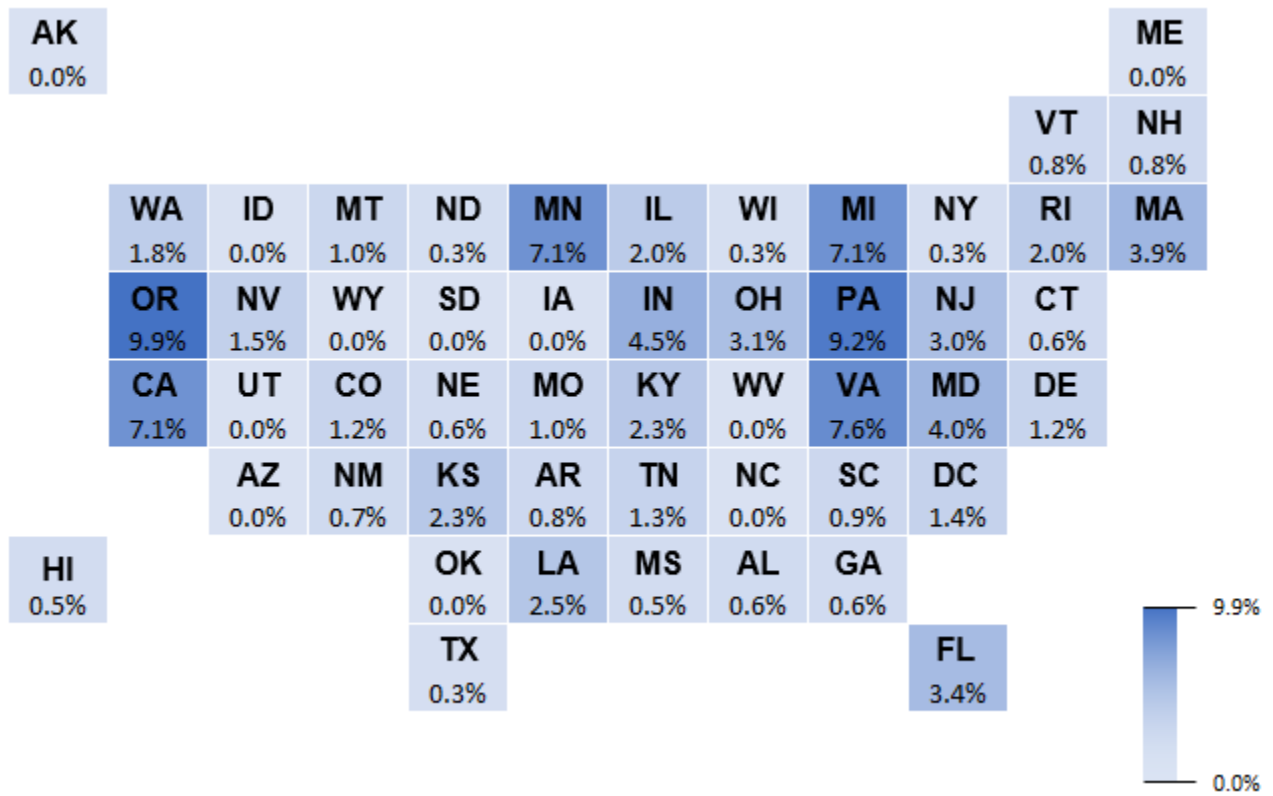
ADULT MEDICAID

This section describes results for 49,997 Adult Medicaid respondents in the 2021 CAHPS Health Plan Survey Database. Selected respondent characteristics are highlighted below. Additional details are provided in Appendix B.

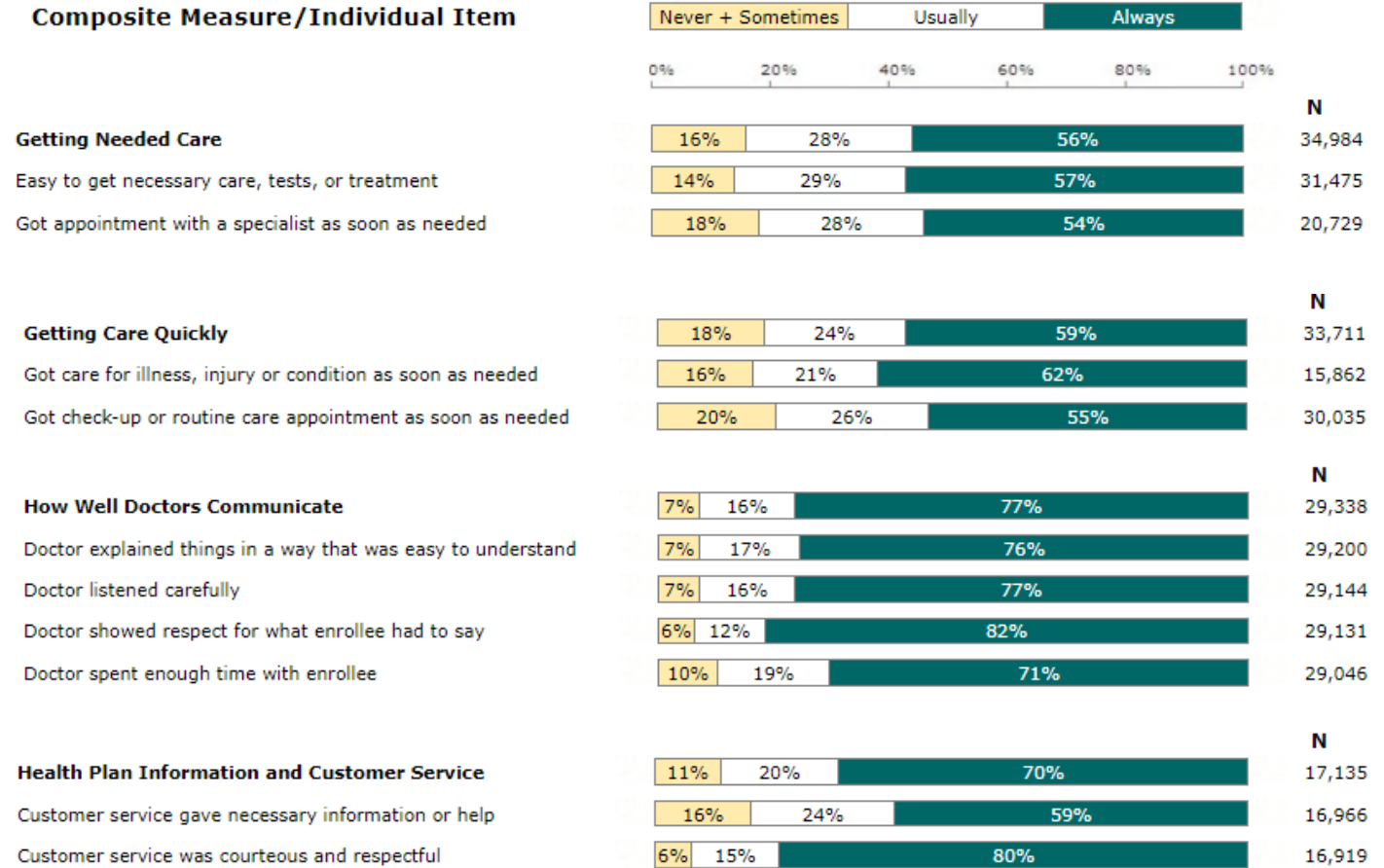
Respondent Characteristic Highlights



Percentage Distribution of 2021 Survey Respondents by State



Adult Medicaid 2021 Results



Adult Medicaid 2021 Results (continued)

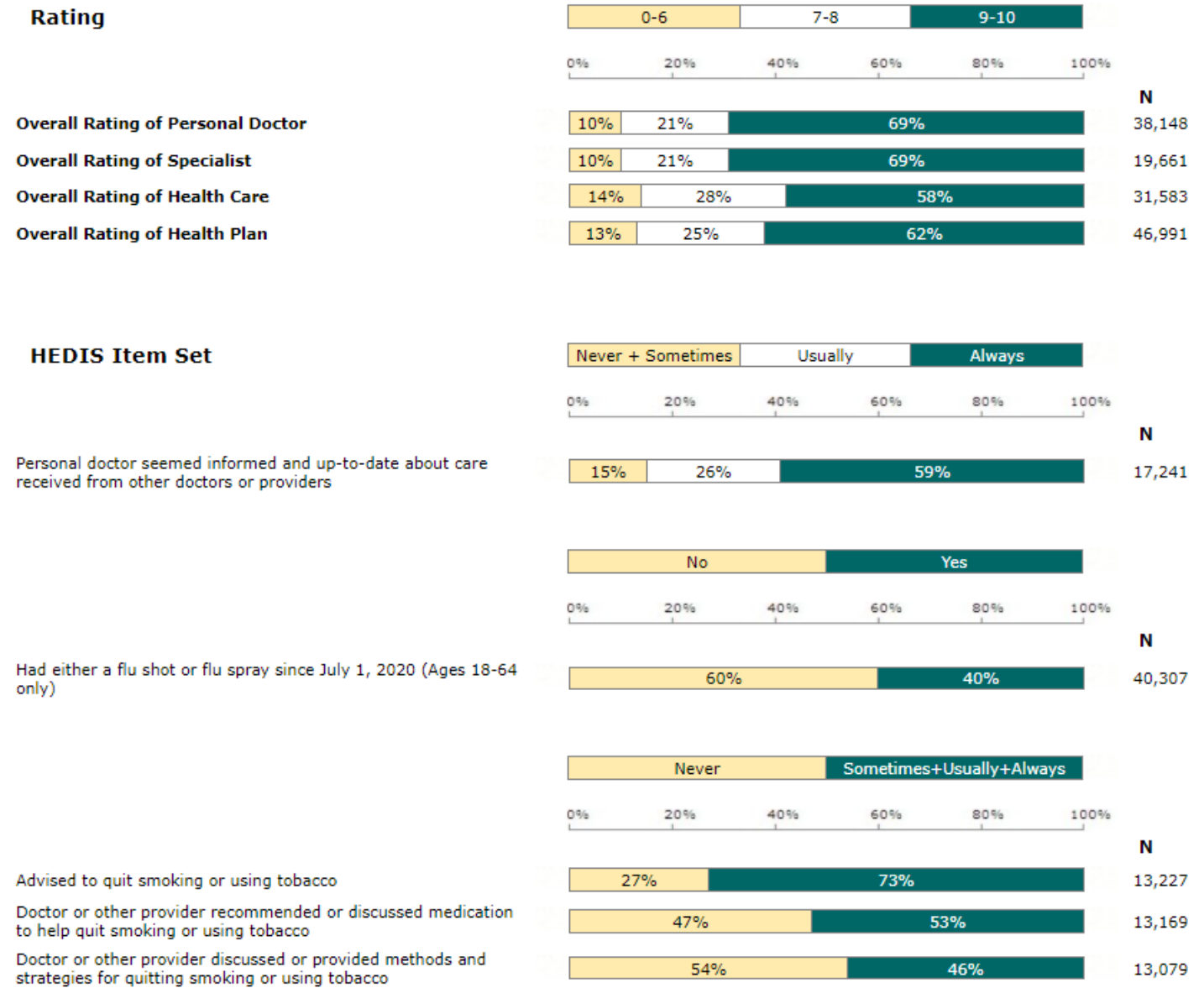


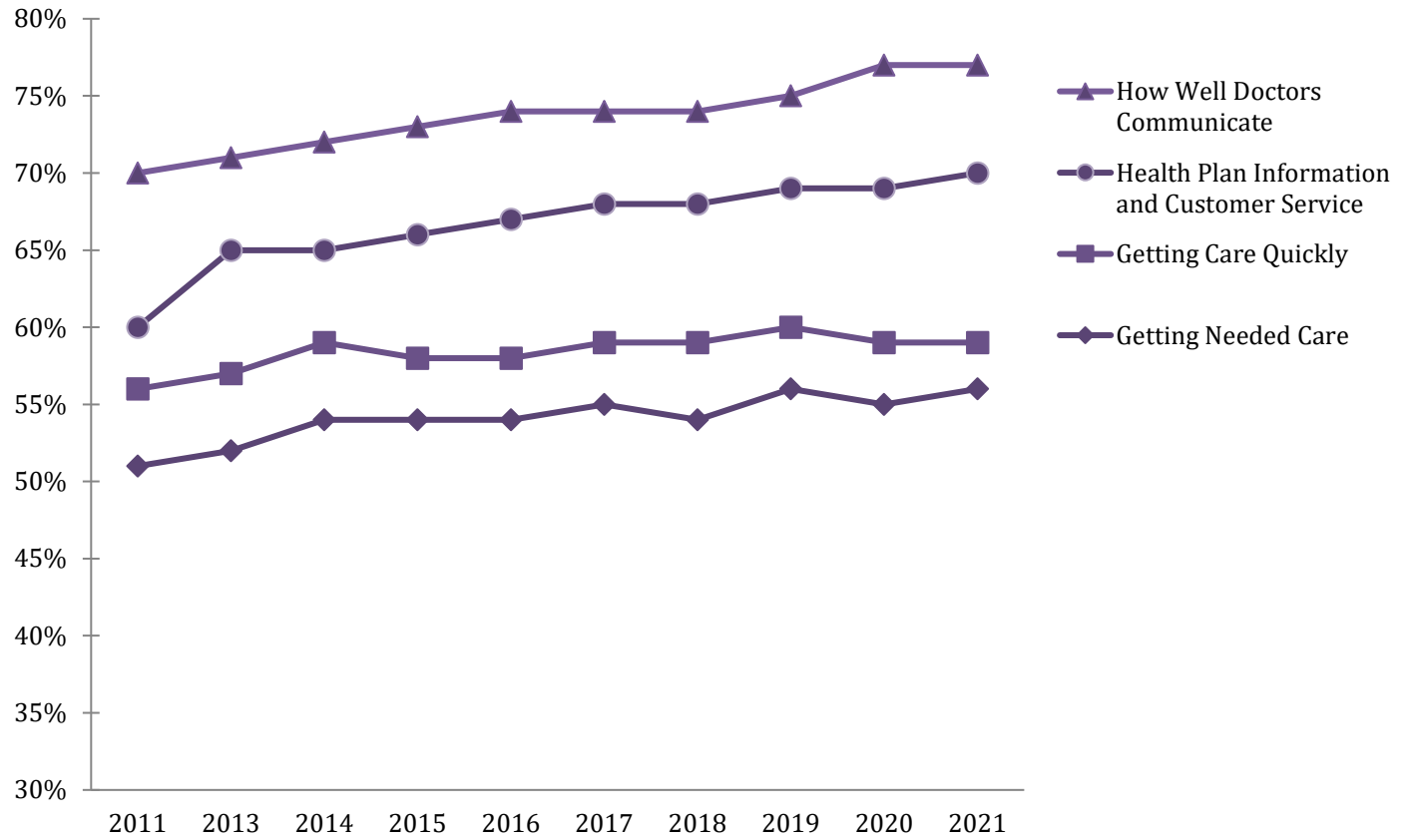
Table 3 presents the Adult Medicaid percentiles for each composite measure or rating question. These percentile scores are calculated at the plan level and represent the percentage of plans that scored at or below a particular top box score for an item or composite measure.

Table 3. Adult Medicaid Percentiles

Composite Measure/Rating	Composite Measure/Rating Top Box Percentiles						
	Lowest Score	10 th Percentile	25 th Percentile	50 th Percentile	75 th Percentile	90 th Percentile	Highest Score
Composite Measure							
Getting Needed Care	40%	50%	52%	56%	59%	63%	69%
Getting Care Quickly	39%	52%	55%	59%	63%	66%	81%
How Well Doctors Communicate	61%	72%	75%	77%	80%	82%	92%
Health Plan Information and Customer Service	48%	62%	67%	71%	73%	76%	82%
Ratings							
Rating of Personal Doctor	57%	63%	66%	69%	73%	75%	81%
Rating of Specialist	53%	62%	65%	69%	72%	75%	82%
Rating of Health Care	38%	51%	55%	58%	62%	66%	72%
Rating of Health Plan	40%	55%	58%	62%	66%	70%	79%
HEDIS Items							
Personal doctor seemed informed and up-to-date about care from other providers	43%	51%	55%	60%	64%	69%	83%
Had a flu shot or flu spray (Age 18-64 only)	23%	30%	34%	39%	44%	50%	65%
Advised to quit smoking or using tobacco	45%	63%	68%	73%	78%	83%	90%
Doctor/provider discussed medication to help quit smoking or using tobacco	28%	41%	46%	51%	58%	65%	75%
Doctor/provider discussed methods to quit smoking or using tobacco	22%	36%	40%	45%	51%	56%	67%

Adult Medicaid Trends

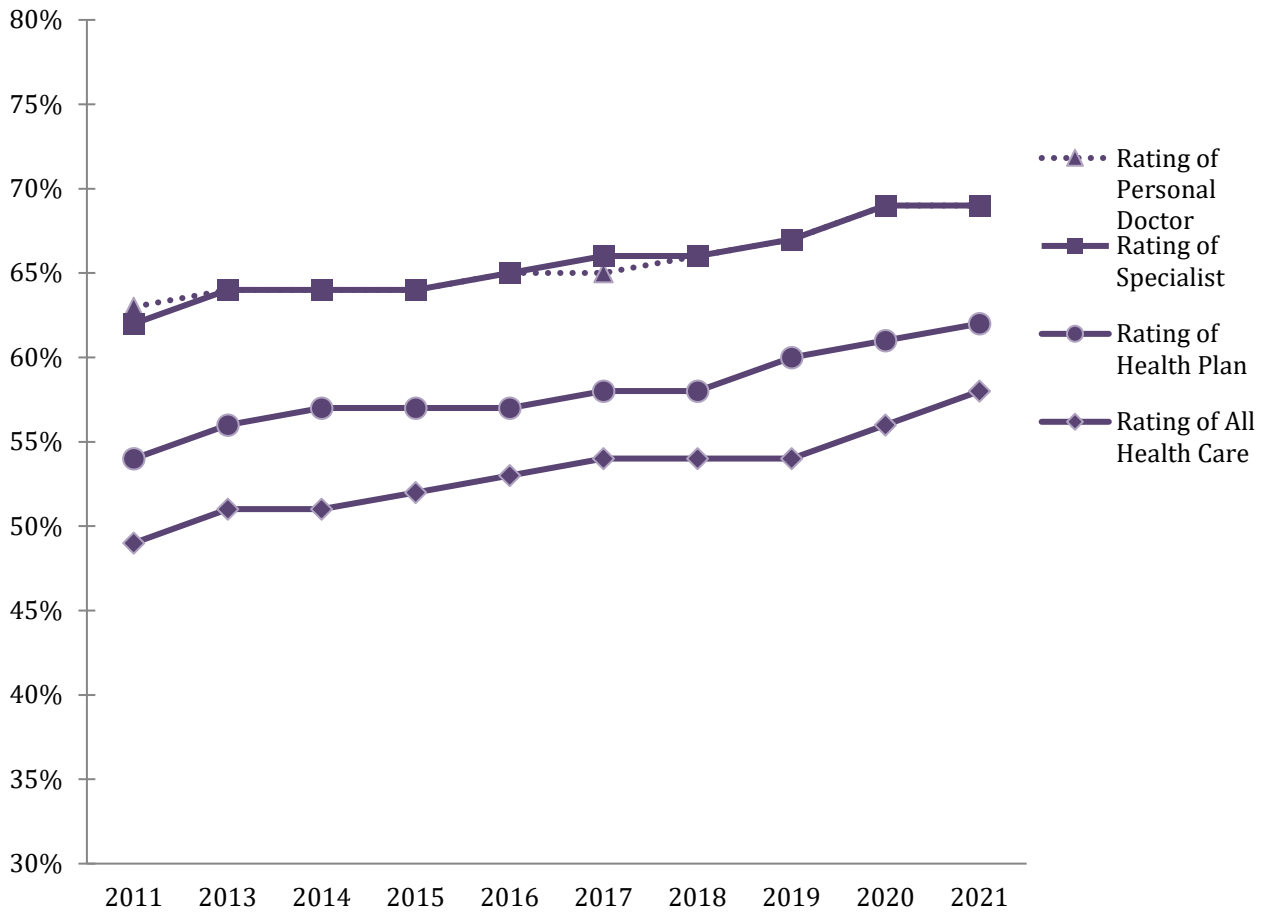
Figure 1. Adult Medicaid Top Box Composite Measure Scores 2011-2021*



*Results for 2012 are not available

Adult Medicaid Trends (continued)

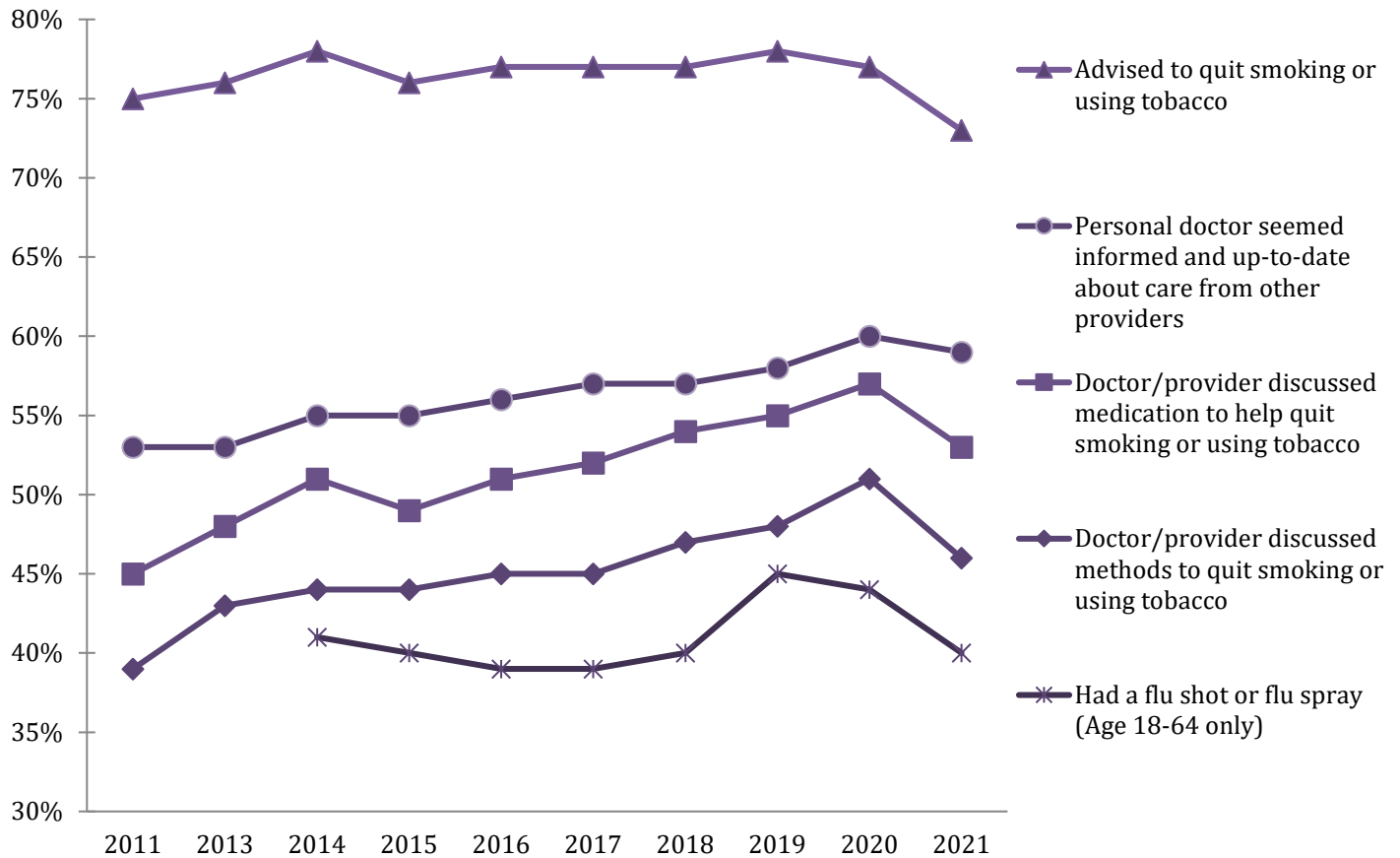
Figure 2. Adult Medicaid Top Box Rating Scores 2011-2021



*Results for 2012 are not available

Adult Medicaid Trends (continued)

Figure 3. Adult Medicaid Top Box Scores for Selected HEDIS Measures 2011-2021



*Results for 2012 are not available; the flu question was first collected in 2014.

Table 4. Adult Medicaid Composition of the CAHPS Health Plan Survey Database 2011-2021








Adult Medicaid Composition										
	2011	2013	2014	2015	2016	2017	2018	2019	2020	2021
Number of Plans	148	124	149	133	157	152	146	131	159	162
Number of Respondents	73,820	60,249	68,234	61,369	73,155	65,053	54,362	43,588	51,211	49,997

Notes: (1) In 2011, the Database reported Adult Medicaid version 4.0. (2) From 2013-2020, the Database reported Adult Medicaid version 5.0. (3) In 2021, the Database reported Adult Medicaid version 5.0 and 5.1 combined.

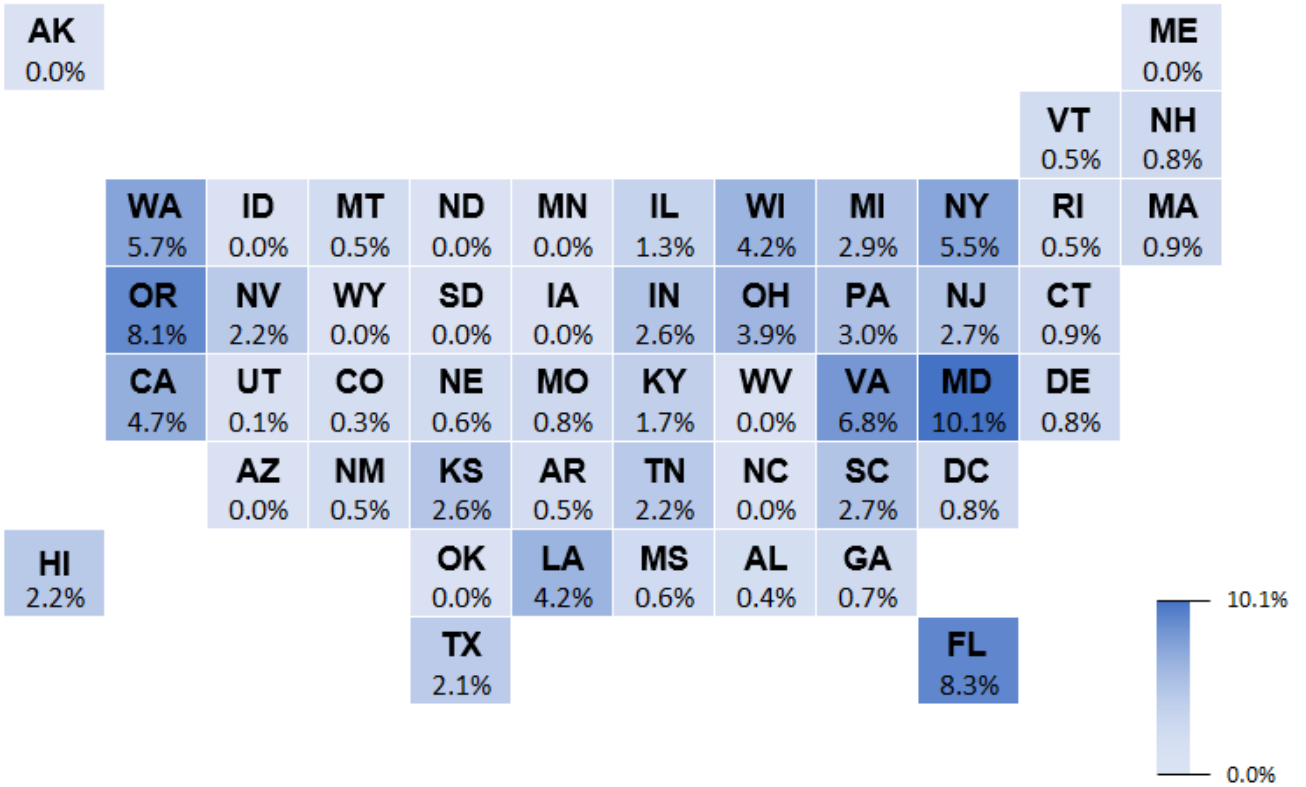
CHILD MEDICAID

This section describes results for 86,597 Child Medicaid respondents in the 2021 CAHPS Health Plan Survey Database. Selected respondent characteristics are highlighted below. Additional details are provided in Appendix B.

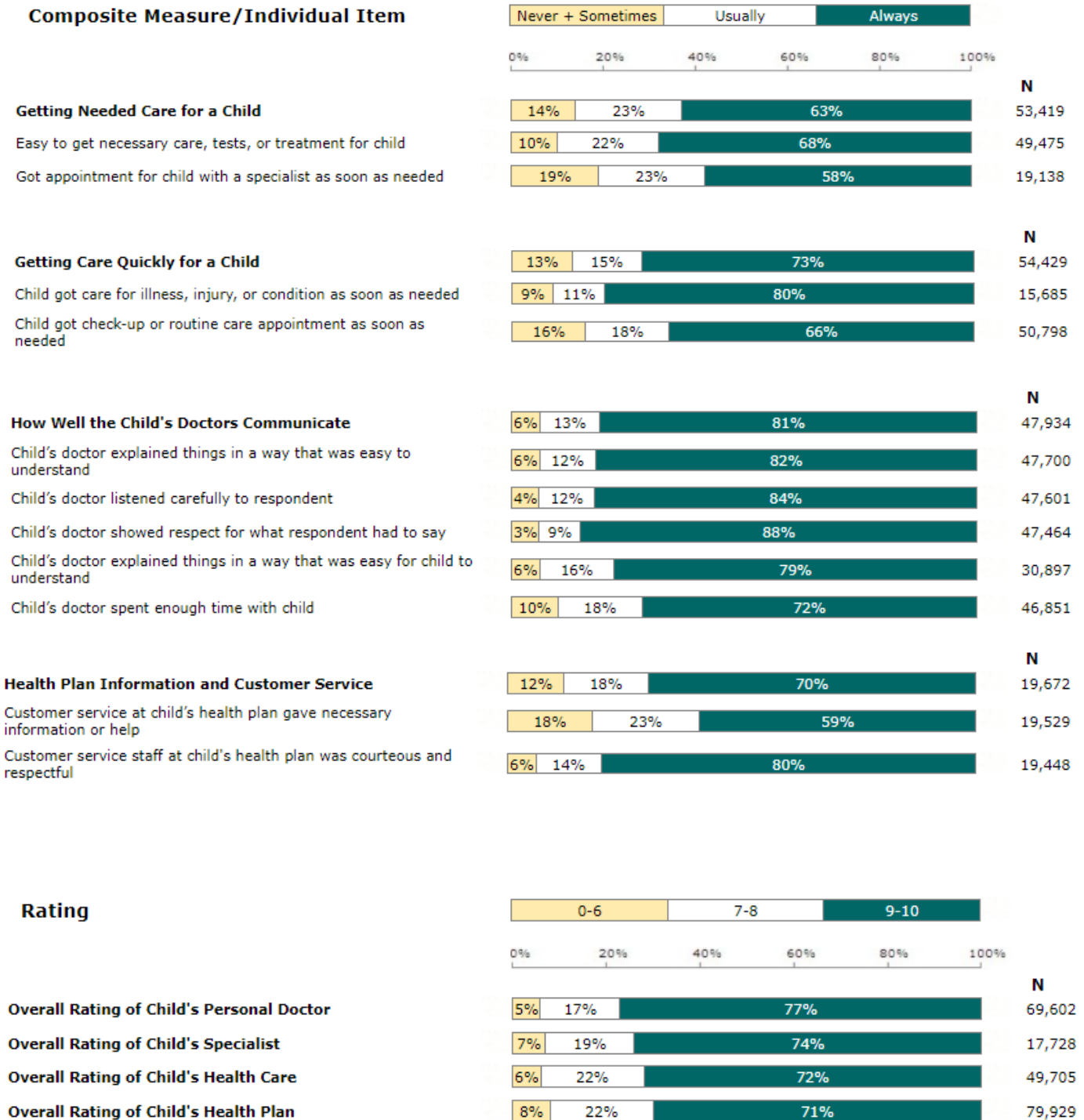
Respondent Characteristic Highlights

Child Characteristics	Parent/Guardian Characteristics
 <p>47% Female</p>	 <p>86% Female</p>
 <p>40% were 12 years of age or older</p>	 <p>65% were 35 years or older</p>
 <p>20% of children were African American</p>	 <p>50% had some college or higher education</p>
 <p>75% of parents rated their children's general health as Very Good or Excellent</p>	

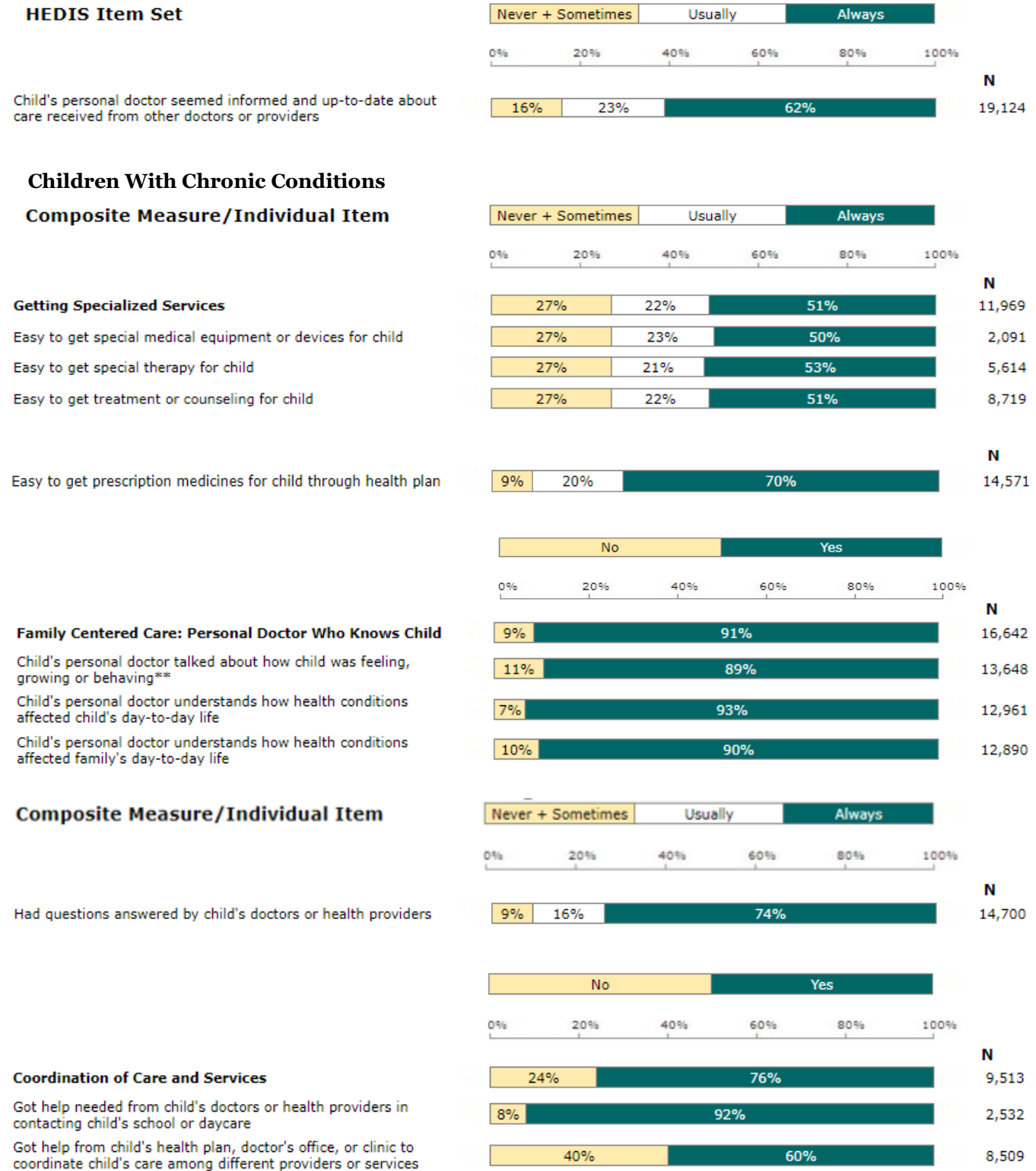
Percentage Distribution of 2021 Survey Respondents by State



Child Medicaid 2021 Results



Child Medicaid 2021 Results (continued)



**This item is not part of the Children with Chronic Conditions Items Set, but is included in the "Family Centered Care: Personal Doctor Who Knows Child" composite measure.

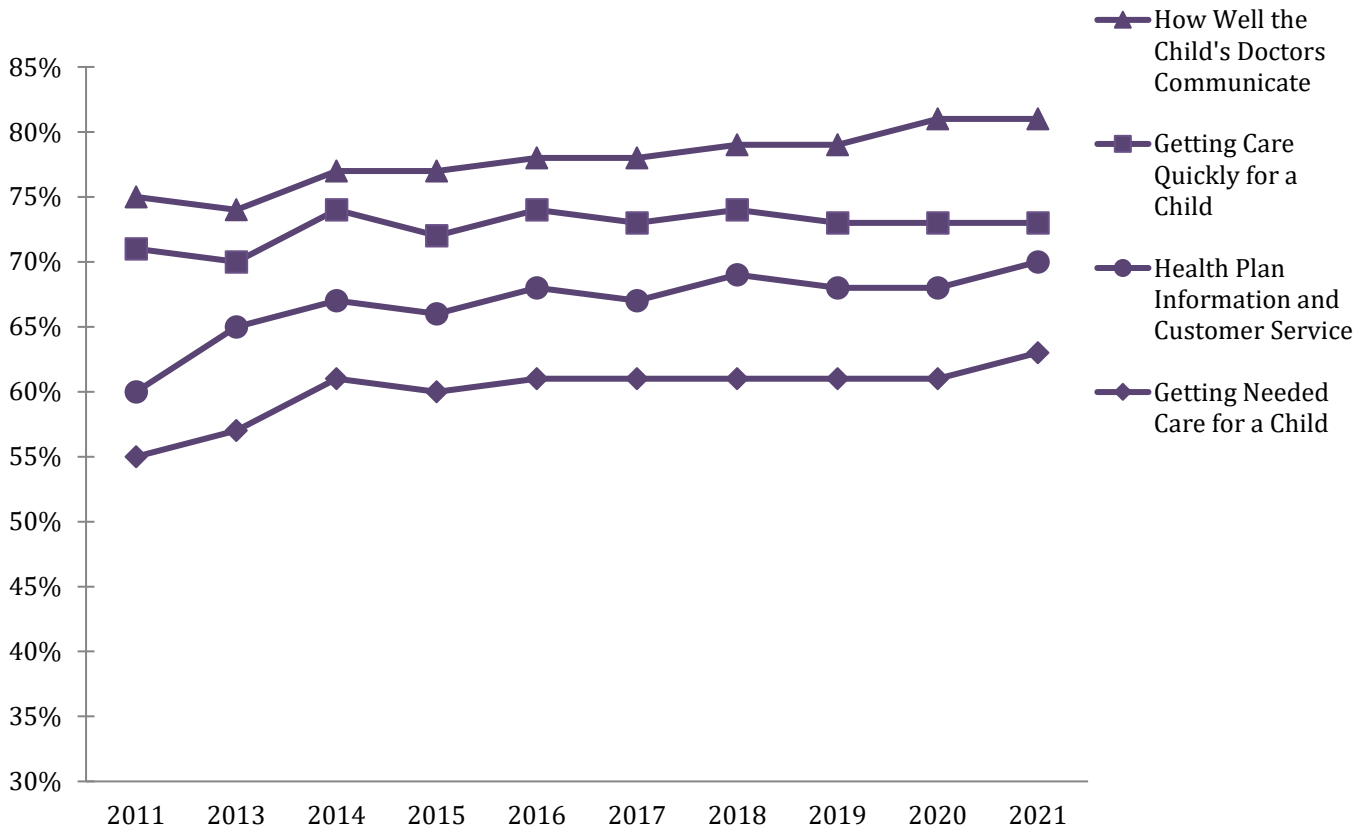
Table 5 presents the Child Medicaid percentiles for each composite measure or rating question. These percentile scores are calculated at the plan level and represent the percentage of plans that scored at or below a particular top box score for an item or composite measure.

Table 5. Child Medicaid Composite Measure Percentiles

Composite Measure/Rating	Composite Measure/Rating Top Box Percentiles						
	Lowest Score	10 th Percentile	25 th Percentile	50 th Percentile	75 th Percentile	90 th Percentile	Highest Score
Composite Measure							
Getting Needed Care for a Child	39%	53%	58%	64%	67%	71%	76%
Getting Care Quickly for a Child	54%	63%	69%	74%	77%	81%	83%
How Well the Child's Doctors Communicate	70%	76%	78%	81%	84%	86%	90%
Health Plan Information and Customer Service	49%	61%	66%	70%	74%	77%	84%
Ratings							
Rating of Child's Personal Doctor	63%	73%	76%	78%	80%	83%	87%
Rating of Child's Specialist	55%	67%	70%	73%	78%	82%	89%
Rating of Child's Health Care	56%	66%	70%	73%	76%	78%	84%
Rating of Child's Health Plan	50%	64%	68%	71%	76%	78%	83%
HEDIS Items Set							
Child's personal doctor seemed informed and up-to-date about care from other providers	41%	51%	57%	62%	67%	71%	81%
Children with Chronic Conditions Composite Measures							
Getting Specialized Services	30%	42%	47%	53%	57%	64%	74%
Getting Prescription Medicine	53%	63%	68%	73%	75%	78%	84%
Family Centered Care: Personal Doctor Who Knows Child	79%	86%	89%	91%	93%	94%	97%
Family Centered Care: Getting Needed Information	58%	67%	71%	75%	78%	81%	88%
Coordination of Care and Services	57%	68%	72%	76%	79%	81%	93%

Child Medicaid Trends

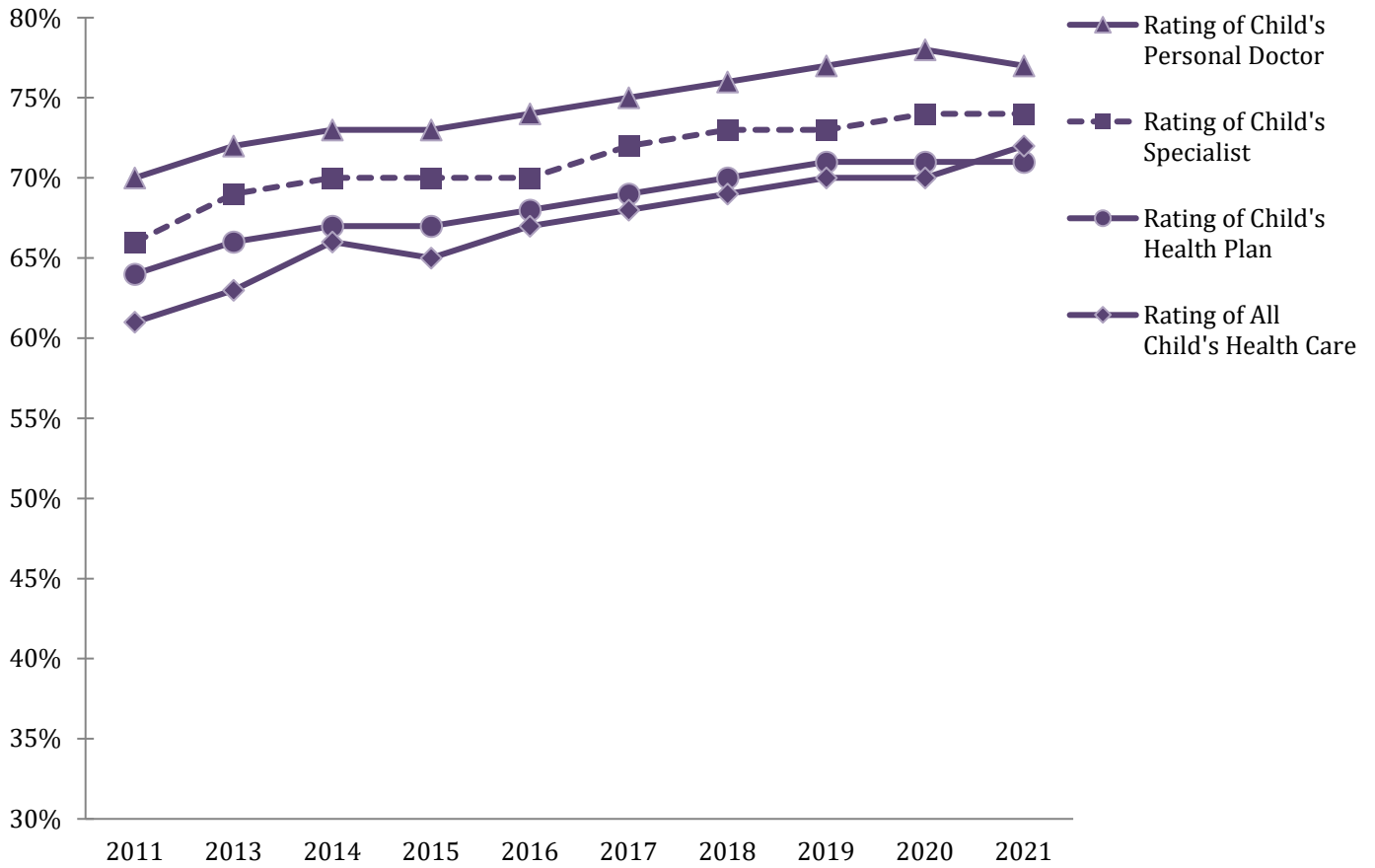
Figure 4. Child Medicaid Top Box Composite Measure Scores 2011-2021



*Results for 2012 are not available

Child Medicaid Trends (continued)

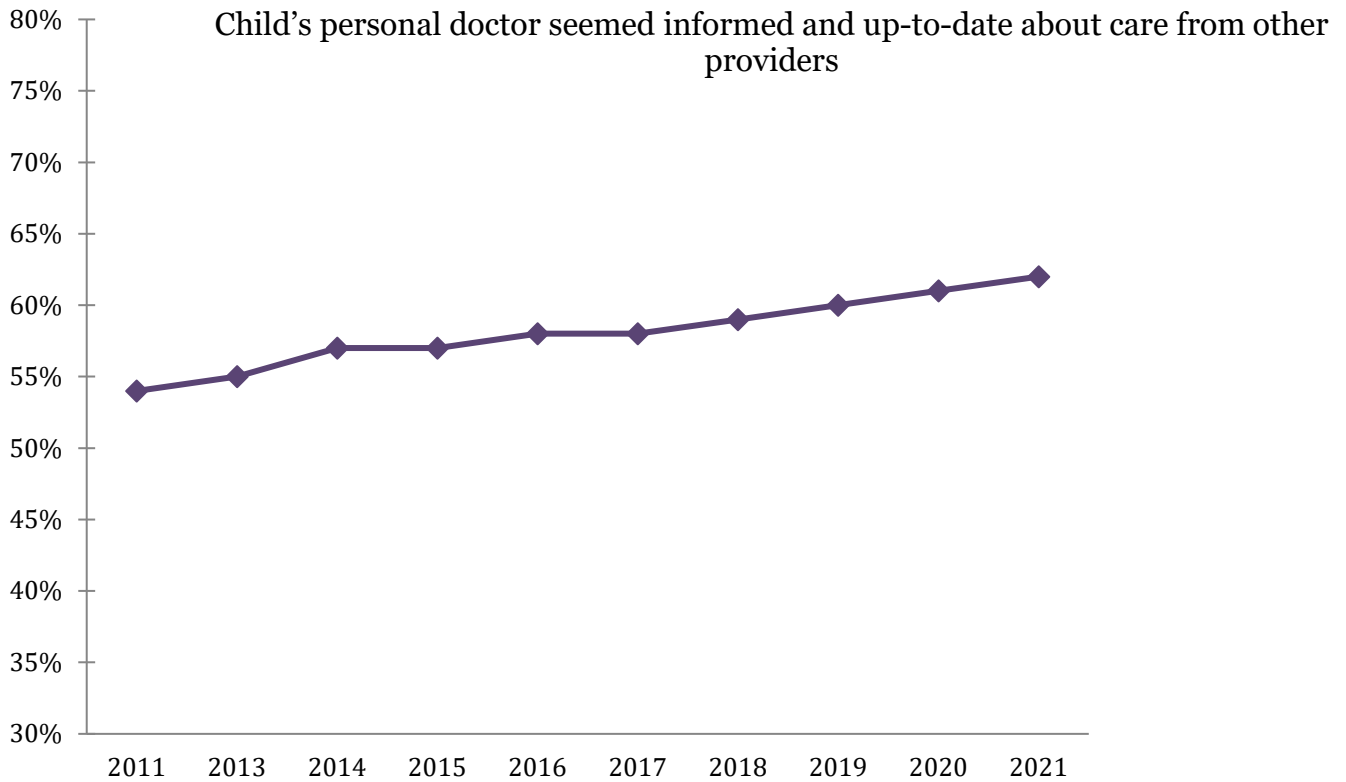
Figure 5. Child Medicaid Top Box Rating Scores 2011-2021



*Results for 2012 are not available

Child Medicaid Trends (continued)

Figure 6. Child Medicaid Top Box HEDIS Score 2011-2021



*Results for 2012 are not available

Table 6. Child Medicaid Composition of the CAHPS Health Plan Survey Database 2011-2021








Child Medicaid Composition										
	2011	2013	2014	2015	2016	2017	2018	2019	2020	2021
Number of Plans	129	105	100	136	132	169	150	152	137	175
Number of Respondents	85,003	66,804	60,153	91,049	79,058	103,283	79,736	72,429	56,311	86,597

Notes: (1) In 2011, the Database reported Child Medicaid version 4.0. (2) From 2013-2020, the Database reported Child Medicaid version 5.0. (3) In 2021, the Database reported Child Medicaid version 5.0 and 5.1.

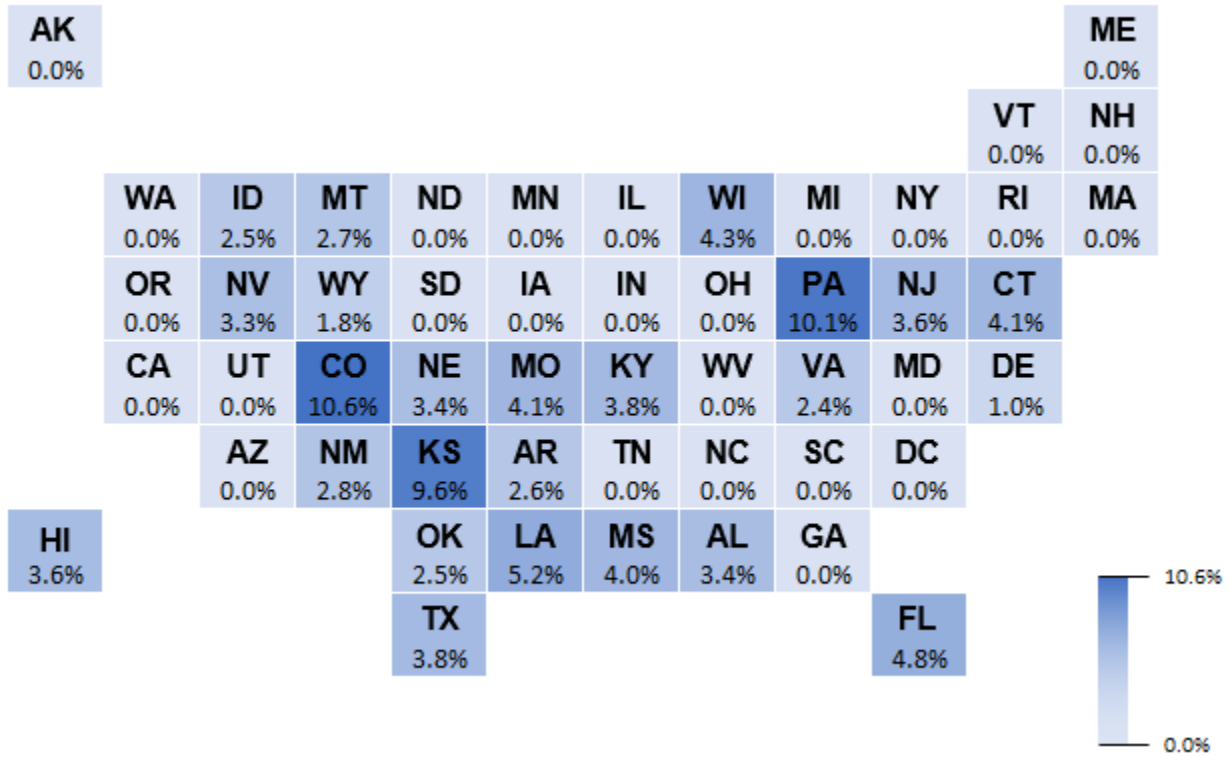
CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP)

This section describes results for 17,615 CHIP respondents in the 2021 CAHPS Health Plan Survey Database. Selected respondent characteristics are highlighted below. Additional details are provided in Appendix B.

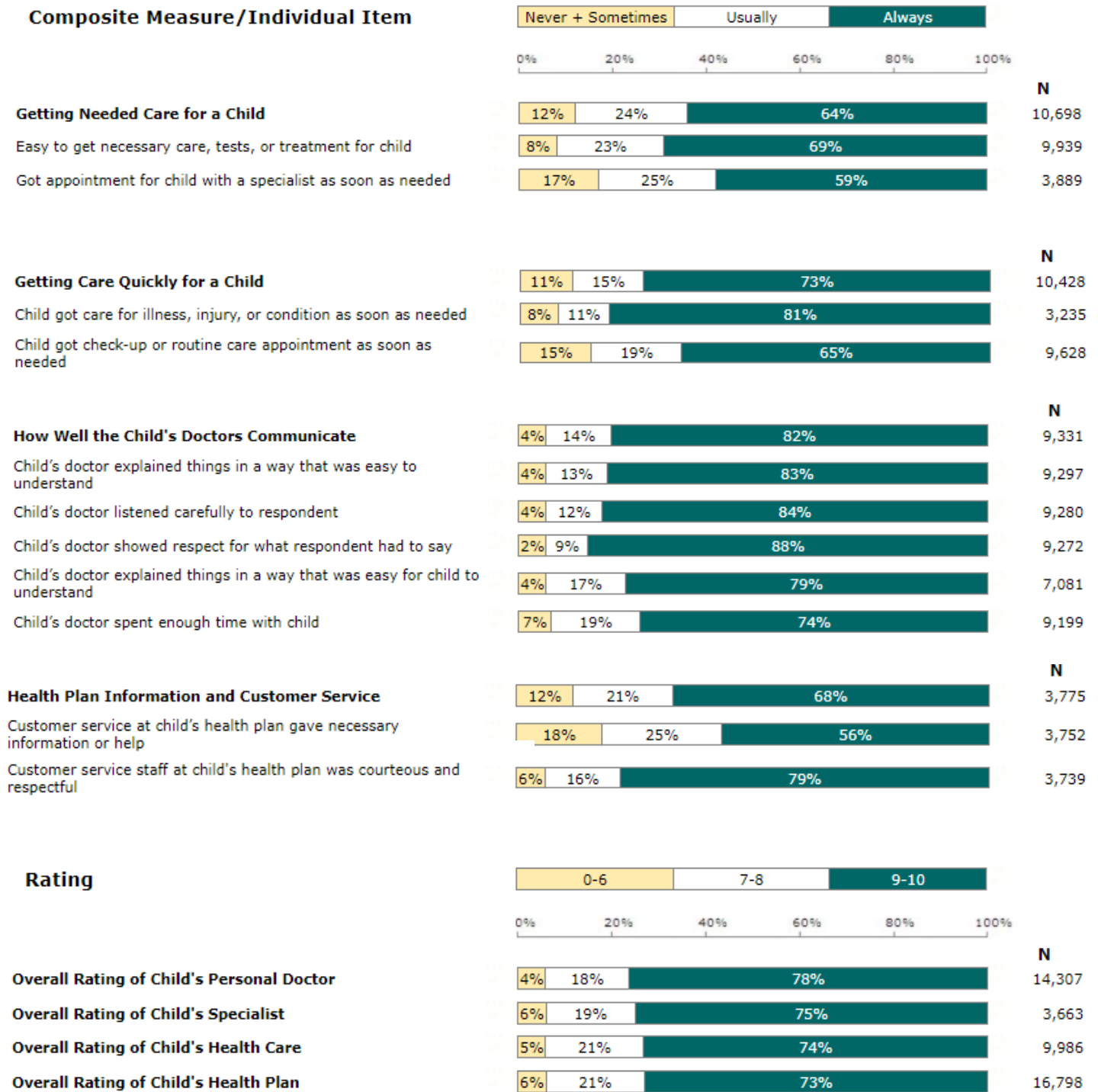
Respondent Characteristic Highlights

Child Characteristics	Parent/Guardian Characteristics
 <p>48% Female</p>	 <p>85% Female</p>
 <p>47% were 12 years of age or older</p>	 <p>69% were 35 years or older</p>
 <p>10% of children were African American</p>	 <p>60% had some college or higher education</p>
 <p>78% of parents rated their children's general health as Very Good or Excellent</p>	

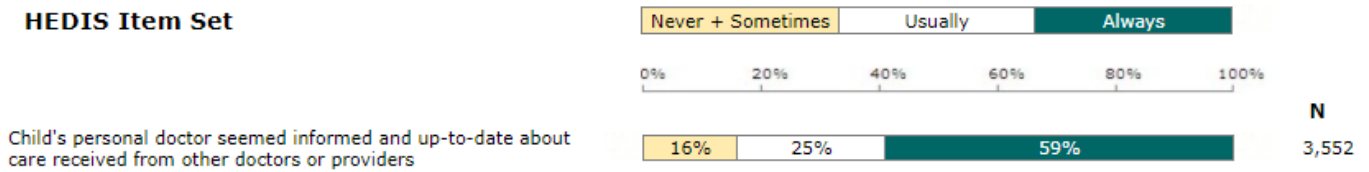
Percentage Distribution of 2021 Survey Respondents by State



CHIP 2021 Results

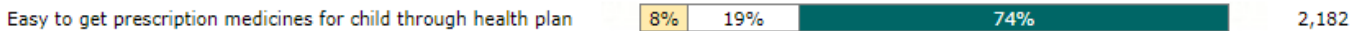
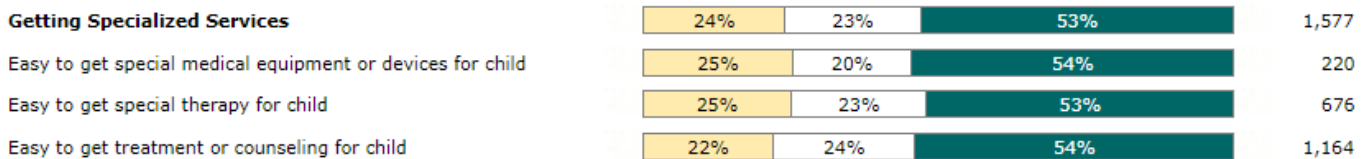


CHIP 2021 Results (continued)

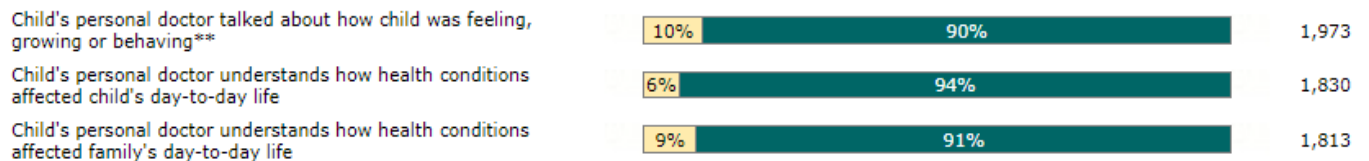


Children With Chronic Conditions

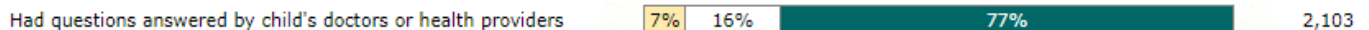
Composite Measure/Individual Item



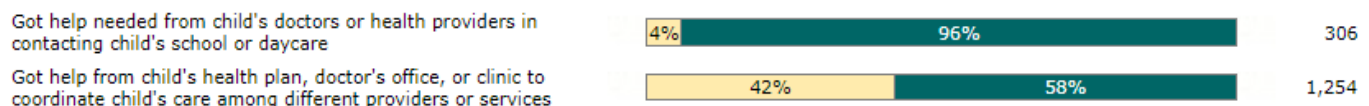
Family Centered Care: Personal Doctor Who Knows Child



Composite Measure/Individual Item



Coordination of Care and Services



**This item is not part of the Children with Chronic Conditions Items Set, but is included in the "Family Centered Care: Personal Doctor Who Knows Child" composite measure.

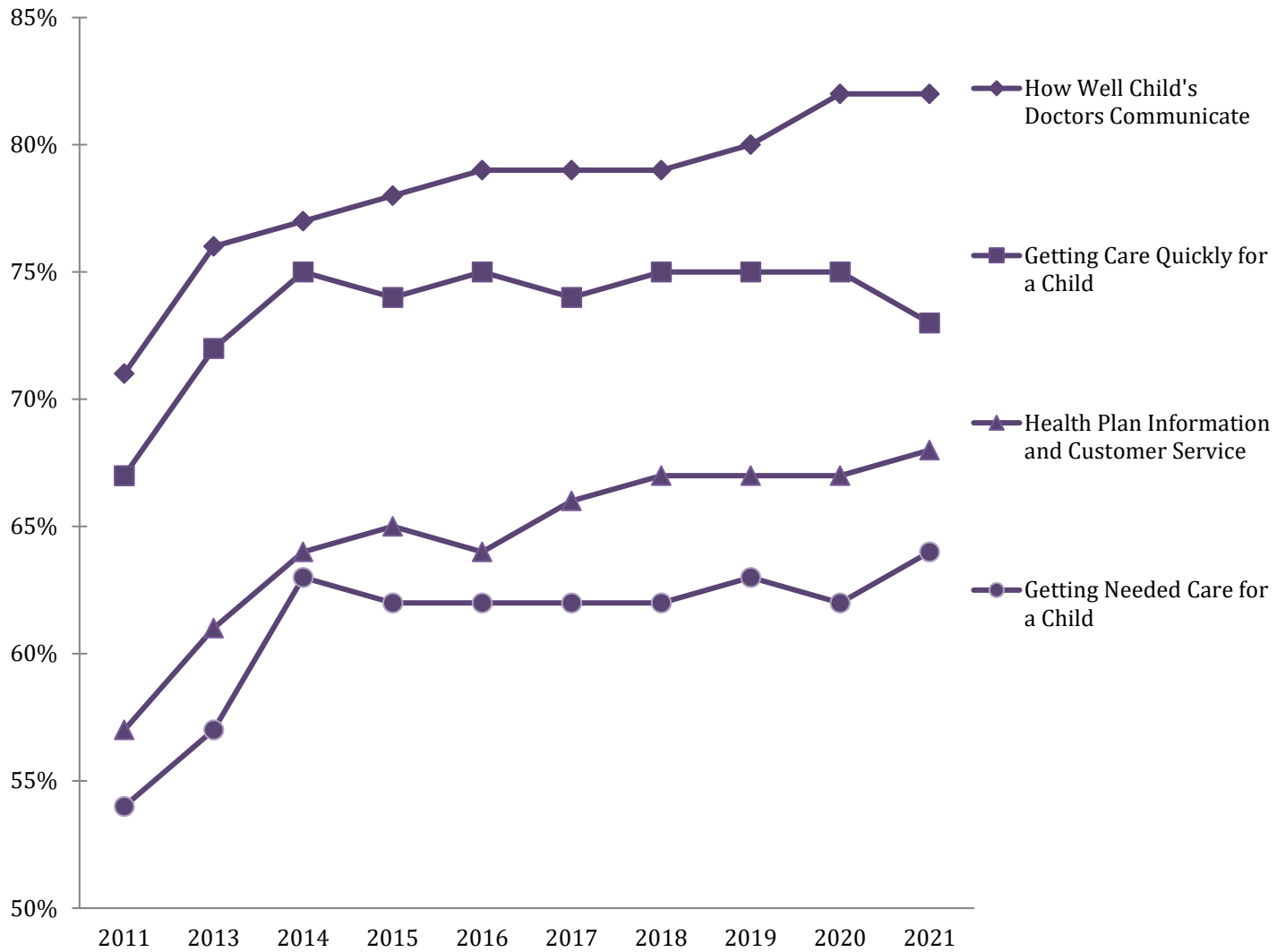
Table 7 presents the CHIP percentiles for each composite measure or rating question. These percentile scores are calculated at the plan level and represent the percentage of plans that scored at or below a particular top box score for an item or composite measure.

Table 7. CHIP Percentiles

Composite Measure/Rating	Composite Measure/Rating Top Box Percentiles						
	Lowest Score	10 th Percentile	25 th Percentile	50 th Percentile	75 th Percentile	90 th Percentile	Highest Score
Composite Measure							
Getting Needed Care for a Child	51%	55%	57%	62%	68%	72%	80%
Getting Care Quickly for a Child	61%	63%	68%	73%	78%	81%	85%
How Well the Child's Doctors Communicate	73%	76%	80%	82%	85%	87%	91%
Health Plan Information and Customer Service	49%	60%	63%	67%	70%	73%	78%
Ratings							
Rating of Child's Personal Doctor	59%	72%	74%	77%	81%	84%	91%
Rating of Child's Specialist	60%	65%	70%	75%	78%	83%	88%
Rating of Child's Health Care	58%	65%	70%	74%	76%	83%	92%
Rating of Child's Health Plan	60%	64%	68%	73%	77%	79%	85%
HEDIS Item Set							
Child's personal doctor seemed informed and up-to-date about care from other providers	47%	49%	54%	60%	63%	65%	77%
Children with Chronic Conditions Composite Measures							
Getting Specialized Services	40%	44%	48%	52%	62%	63%	63%
Getting Prescription Medicine	63%	64%	67%	74%	78%	80%	80%
Family Centered Care: Personal Doctor Who Knows Child	88%	89%	91%	92%	93%	93%	94%
Family Centered Care: Getting Needed Information	67%	74%	75%	76%	81%	81%	85%
Coordination of Care and Services	69%	72%	74%	78%	79%	81%	83%

CHIP Trends

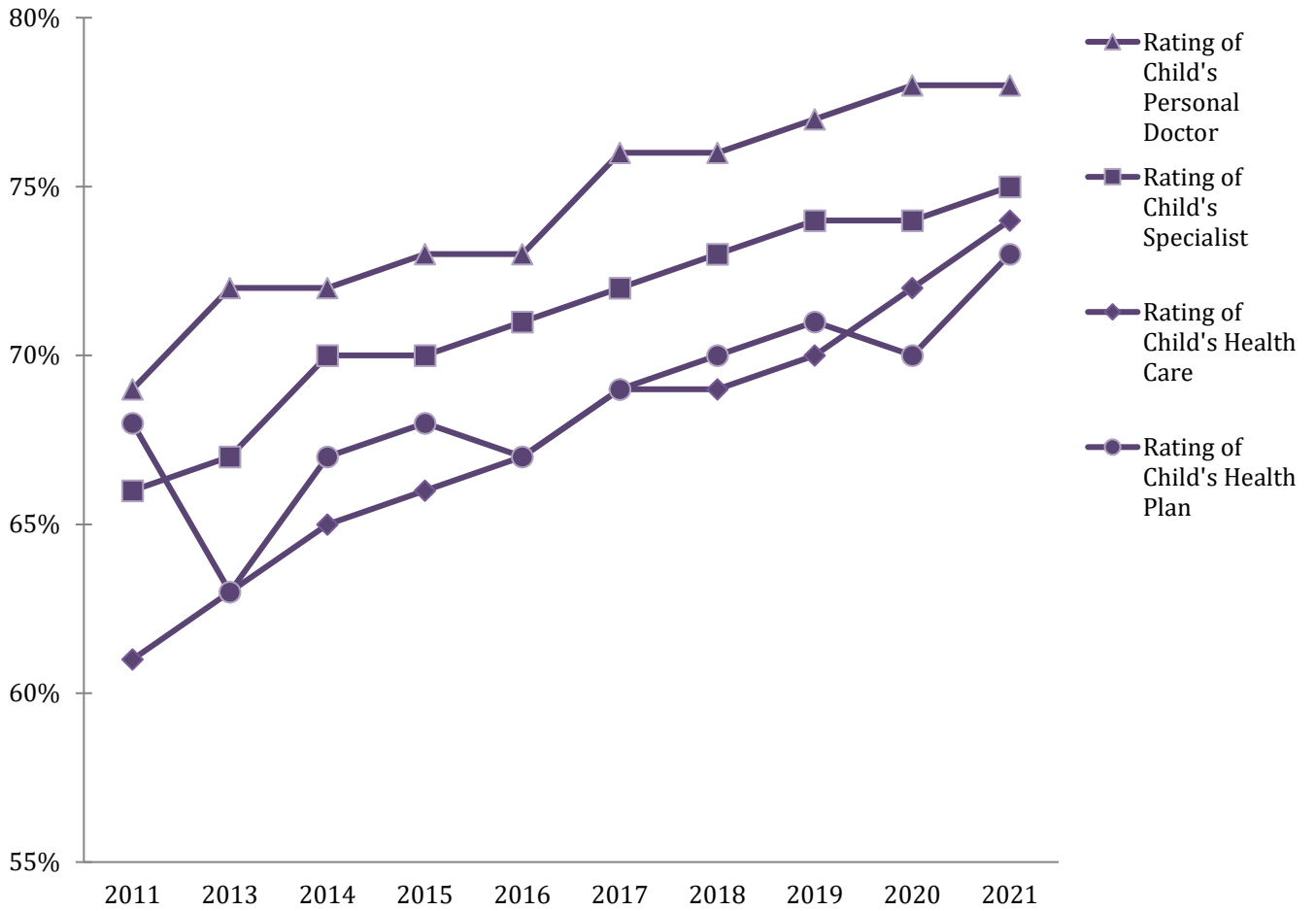
Figure 7. CHIP Top Box Composite Measure Scores 2011-2021



*Results for 2012 are not available

CHIP Trends (continued)

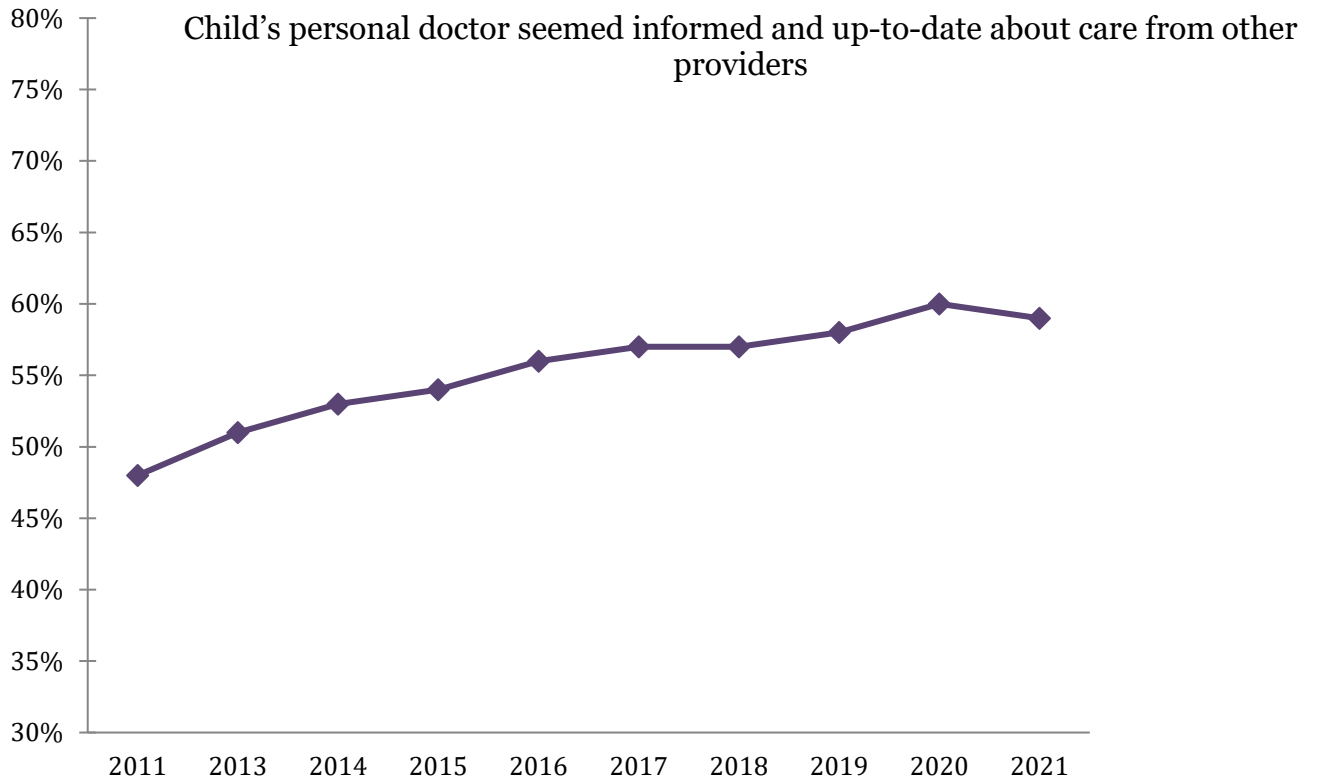
Figure 8. CHIP Top Box Rating Scores 2011-2021



*Results for 2012 are not available

CHIP Trends (continued)

Figure 9. CHIP Top Box HEDIS Score 2011-2021



*Results for 2012 are not available

Table 8. CHIP Composition of the CAHPS Health Plan Survey Database 2011-2021

CHIP Composition										
	2011	2013	2014	2015	2016	2017	2018	2019	2020	2021
Number of Plans	41	12	15	19	21	23	25	48	42	52
Number of Respondents	26,232	9,149	11,762	13,466	14,999	15,221	13,933	18,090	12,448	17,615

Notes: (1) In 2011, the Database reported CHIP version 4.0. (2) From 2013-2020, the Database reported CHIP version 5.0. (3) In 2021, the Database reported Child Medicaid version 5.0 and 5.1.

APPENDIX A. DISTRIBUTION OF RESPONSES BY RESPONSE MODE

Table A-1. Distribution of 2021 CAHPS Health Plan Database Respondents by Response Mode

Response Mode	Adult Medicaid	Child Medicaid	CHIP
Mail	73%	55%	67%
Telephone	23%	41%	25%
Internet	4%	4%	8%

APPENDIX B. RESPONDENT DEMOGRAPHIC CHARACTERISTICS

Table B-1. 2021 Adult Medicaid Respondent Demographic Characteristics

Demographic Characteristics	Percent
Gender	
Male	40%
Female	60%
Age	
18 - 24	10%
25 - 34	14%
35 - 44	14%
45 - 54	18%
55 - 64	32%
65 - 74	8%
75+	5%
Education	
8th grade or less	7%
Some high school, but did not graduate	14%
High school graduate or GED	38%
Some college or 2-year degree	28%
4-year college graduate	8%
More than 4-year college degree	5%
Race/Ethnicity	
White	59%
African-American	20%
Asian	5%
Native Hawaiian/Pacific Islander	0%
American Indian/Native Alaskan	1%
Other	7%
Multi-racial	7%

Demographic Characteristics	Percent
Hispanic/Latino origin or descent	
Yes	16%
No	84%
General Health Status	
Excellent	10%
Very Good	22%
Good	34%
Fair	26%
Poor	8%
Mental Health Status	
Excellent	16%
Very Good	22%
Good	31%
Fair	23%
Poor	7%

Table B-2. 2021 Child Medicaid and CHIP Respondent Demographic Characteristics

Demographic Characteristics	Child Medicaid Percent	CHIP Percent
Gender (parent/guardian)		
Male	14%	15%
Female	86%	85%
Gender (child)		
Male	53%	52%
Female	47%	48%
Age (parent/guardian)		
< 18	7%	8%
18 - 24	4%	2%
25 - 34	25%	21%
35 - 44	34%	40%
45 - 54	18%	22%
55 - 64	8%	5%
65 - 74	4%	2%
75+	1%	0%
Age (child)		
0 - 3 years	18%	11%
4 - 7 years	20%	18%
8 - 11 years	22%	24%
12+ years	40%	47%

Demographic Characteristics	Child Medicaid Percent	CHIP Percent
Education (parent/guardian)		
8th grade or less	8%	6%
Some high school, but did not graduate	11%	7%
High school graduate or GED	31%	27%
Some college or 2-year degree	32%	35%
4-year college graduate	11%	16%
More than 4-year college degree	7%	9%
Race/Ethnicity (child)		
White	49%	61%
African-American	20%	10%
Asian	5%	6%
Native Hawaiian/Pacific Islander	1%	1%
American Indian/Native Alaskan	1%	2%
Other	10%	9%
Multi-racial	14%	11%
Hispanic/Latino origin or descent (child)		
Yes	31%	32%
No	69%	68%
General Health Status of child (as reported by parent/guardian)		
Excellent	41%	42%
Very Good	34%	36%
Good	20%	18%
Fair	5%	3%
Poor	0%	0%
Mental Health Status of child (as reported by parent/guardian)		
Excellent	38%	40%
Very Good	27%	30%
Good	22%	21%
Fair	10%	8%
Poor	2%	1%

APPENDIX C. RESPONDENT UTILIZATION DATA

Table C-1. 2021 CAHPS Health Plan Survey Respondent Utilization Data

Respondent Utilization Questions	Adult Medicaid	Child Medicaid	CHIP
Have a personal doctor?			
Yes	82%	87%	86%
No	18%	13%	14%
Number of visits with personal doctor (in person or virtual)			
None	23%	32%	35%
1 time	27%	35%	37%
2	22%	18%	17%
3	12%	8%	7%
4	7%	3%	3%
5 to 9	8%	3%	2%
10 or more times	2%	1%	0%
Number of times got health care			
None	33%	39%	41%
1 time	16%	24%	26%
2	16%	16%	16%
3	11%	9%	8%
4	7%	4%	4%
5 to 9	11%	5%	4%
10 or more times	5%	2%	2%
Made an appointment to see a specialist?			
Yes	44%	24%	23%
No	56%	76%	77%
Number of specialists seen or talked to			
None	3%	6%	4%
1	46%	57%	66%
2	27%	22%	20%
3	14%	8%	6%
4	5%	3%	2%
5+	4%	4%	2%

APPENDIX D. SURVEY RESPONDENTS BY STATE**Table D-1. 2021 Survey Respondents by State**

State	Adult Medicaid	Child Medicaid	CHIP
Alabama	311	307	607
Arkansas	418	410	457
California	3,537	4,028	-
Colorado	594	281	1,859
Connecticut	321	814	729
Delaware	608	695	179
District Of Columbia	693	687	-
Florida	1,718	7,146	850
Georgia	294	621	--
Hawaii	263	1,939	632
Idaho	-	-	444
Illinois	1,023	1,154	-
Indiana	2,250	2,247	-
Kansas	1,146	2,229	1,686
Kentucky	1,127	1,473	673
Louisiana	1,244	3,604	916
Maryland	1,992	8,787	-
Massachusetts	1,927	799	-
Michigan	3,545	2,527	-
Minnesota	3,530	-	-
Mississippi	244	552	705
Missouri	512	732	720
Montana	480	469	469
Nebraska	293	511	594
Nevada	765	1,923	582
New Hampshire	375	686	-
New Jersey	1,523	2,351	637
New Mexico	345	469	491
New York	165	4,740	-
North Dakota	168	-	-
Ohio	1,544	3,418	-
Oklahoma	-	-	441
Oregon	4,949	6,990	-
Pennsylvania	4,594	2,572	1781
Rhode Island	1,020	442	-
South Carolina	448	2,347	-
Tennessee	634	1,901	-
Texas	142	1,794	667
Utah	-	116	-

State	Adult Medicaid	Child Medicaid	CHIP
Vermont	424	430	-
Virginia	3,804	5,871	428
Washington	898	4,907	-
West Virginia	-	-	-
Wisconsin	129	3,628	751
Wyoming	-	-	317
Total	49,997	86,597	17,615

APPENDIX E. TOP BOX SCORES BY CENSUS REGION

Table E-1. 2021 Adult Medicaid Top Box Scores by Census Region

Adult Medicaid Composite Measure/Individual Item	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Number of Plans	162	34	49	55	24
Number of Respondents	49,997	10,349	14,140	13,677	11,831
Getting Needed Care	56%	56%	58%	58%	49%
Easy to get necessary care, tests, or treatment	57%	57%	60%	59%	50%
Got appointment with a specialist as soon as needed	54%	54%	56%	57%	48%
Getting Care Quickly	59%	59%	61%	61%	53%
Got care for illness, injury or condition as soon as needed	62%	64%	65%	64%	56%
Got check-up or routine care appointment as soon as needed	55%	54%	57%	57%	50%
How Well Doctors Communicate	77%	76%	79%	78%	72%
Doctor explained things in a way that was easy to understand	76%	75%	78%	77%	71%
Doctor listened carefully	77%	78%	79%	79%	73%
Doctor showed respect for what enrollee had to say	82%	83%	84%	83%	79%
Doctor spent enough time with enrollee	71%	71%	74%	73%	66%
Health Plan Information and Customer Service	70%	69%	71%	72%	65%
Customer service gave necessary information or help	59%	59%	61%	62%	55%
Customer service was courteous and respectful	80%	80%	81%	82%	75%
Overall Ratings					
Rating of personal doctor	69%	70%	70%	70%	64%
Rating of specialist	69%	70%	69%	70%	65%

Adult Medicaid Composite Measure/Individual Item	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Rating of all health care	58%	59%	60%	58%	53%
Rating of health plan	62%	66%	63%	62%	56%
HEDIS Item Set					
Personal doctor seemed informed and up-to-date about care from other providers	59%	60%	61%	61%	54%
Had a flu shot or flu spray (Age 18-64 only)	40%	44%	39%	39%	39%
Advised to quit smoking or using tobacco (Always, Sometimes, Usually)	73%	78%	74%	75%	65%
Doctor/provider discussed medication to help quit smoking or using tobacco (Always, Sometimes, Usually)	53%	60%	54%	51%	47%
Doctor/provider discussed methods to quit smoking or using tobacco (Always, Sometimes, Usually)	46%	51%	46%	45%	42%

Table E-2. 2021 Child Medicaid Top Box Scores by Census Region

Child Medicaid Composite Measure/Individual Item	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Number of Plans	175	34	48	65	28
Number of Respondents	86,597	12,834	16,446	36,195	21,122
Getting Needed Care for a Child	63%	60%	66%	66%	56%
Easy to get necessary care, tests, or treatment for child	68%	66%	70%	71%	62%
Got appointment for child with a specialist as soon as needed	58%	55%	62%	61%	50%
Getting Care Quickly for a Child	73%	71%	76%	75%	67%
Child got care for illness, injury, or condition as soon as needed	80%	78%	82%	81%	74%
Child got check-up or routine care appointment as soon as needed	66%	64%	69%	68%	60%
How Well the Child's Doctors Communicate	81%	80%	83%	82%	78%
Child's doctor explained things in a way that was easy to understand	82%	81%	85%	83%	79%
Child's doctor listened carefully to respondent	84%	83%	85%	85%	81%
Child's doctor showed respect for what respondent had to say	88%	86%	89%	89%	86%
Child's doctor explained things in a way that was easy for child to understand	79%	79%	79%	80%	76%
Child's doctor spent enough time with child	72%	69%	76%	73%	68%
Health Plan Information and Customer Service	70%	67%	71%	71%	66%
Customer service at child's health plan gave necessary information or help	59%	57%	61%	61%	56%
Customer service staff at child's health plan was courteous and respectful	80%	77%	81%	82%	77%

Child Medicaid Composite Measure/Individual Item	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Overall Ratings					
Rating of child's personal doctor	77%	77%	78%	79%	75%
Rating of child's specialist	74%	73%	74%	75%	70%
Rating of all child's health care	72%	72%	72%	74%	69%
Rating of child's health plan	71%	71%	70%	72%	68%
HEDIS Item Set					
Child's personal doctor seemed informed and up-to-date about care from other providers	62%	60%	65%	62%	58%
Children with Chronic Conditions Item Set*					
Getting Specialized Services					
Easy to get special medical equipment or devices for child	50%	51%	NA	51%	46%
Easy to get special therapy for child	53%	54%	NA	54%	46%
Easy to get treatment or counseling for child	51%	52%	NA	51%	44%
Getting Prescription Medicine					
Easy to get prescription medicines for child through health plan	70%	73%	NA	71%	66%
Family Centered Care: Personal Doctor Who Knows Child					
Child's personal doctor talked about how child was feeling, growing or behaving**	89%	89%	NA	90%	88%
Child's personal doctor understands how health conditions affected child's day-to-day life	93%	94%	NA	93%	91%
Child's personal doctor understands how health conditions affected family's day-to-day life	90%	91%	NA	90%	88%

Child Medicaid Composite Measure/Individual Item	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Family Centered Care: Getting Needed Information					
Had questions answered by child's doctors or health providers	74%	74%	NA	76%	70%
Coordination of Care and Services					
Got help needed from child's doctors or health providers in contacting child's school or daycare	92%	94%	NA	92%	91%
Got help from child's health plan, doctor's office, or clinic to coordinate child's care among different providers or services	60%	58%	NA	60%	62%

*NA for the Chronic Conditions items for the Midwest region = did not have enough respondents to report

**This item is not part of the Children with Chronic Conditions Items Set, but is included in the "Family Centered Care: Personal Doctor Who Knows Child" composite measure.

Table E-3. 2021 CHIP Top Box scores by Census Region

Composite Measure/Individual Item	CAHPS DB Overall	Midwest Region	South Region	West Region
Getting Needed Care for a Child	64%	68%	66%	58%
Easy to get necessary care, tests, or treatment for child	69%	73%	72%	64%
Got appointment for child with a specialist as soon as needed	59%	63%	61%	52%
Getting Care Quickly for a Child	73%	74%	75%	69%
Child got care for illness, injury, or condition as soon as needed	81%	82%	83%	77%
Child got check-up or routine care appointment as soon as needed	65%	67%	67%	61%
How Well the Child's Doctors Communicate	82%	83%	82%	80%
Child's doctor explained things in a way that was easy to understand	83%	86%	83%	81%
Child's doctor listened carefully to respondent	84%	85%	85%	83%
Child's doctor showed respect for what respondent had to say	88%	90%	89%	87%
Child's doctor explained things in a way that was easy for child to understand	79%	78%	79%	78%
Child's doctor spent enough time with child	74%	74%	75%	71%
Health Plan Information and Customer Service	68%	66%	70%	64%
Customer service at child's health plan gave necessary information or help	56%	57%	57%	52%
Customer service staff at child's health plan was courteous and respectful	79%	76%	82%	75%

Composite Measure/Individual Item	CAHPS DB Overall	Midwest Region	South Region	West Region
Overall Ratings				
Rating of child's personal doctor	78%	78%	79%	77%
Rating of child's specialist	75%	78%	75%	70%
Rating of all child's health care	74%	76%	77%	71%
Rating of child's health plan	73%	75%	75%	70%
HEDIS Item Set				
Child's personal doctor seemed informed and up-to-date about care from other providers	59%	63%	60%	53%

*NA for the for the Northeast region = did not have enough respondents to report; NA for the Chronic Conditions items for all regions = did not have enough respondents to report

**This item is not part of the Children with Chronic Conditions Items Set, but is included in the "Family Centered Care: Personal Doctor Who Knows Child" composite measure.

- Northeast: Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont
- Midwest: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
- South: Alabama, Arkansas, Delaware, DC, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia
- West: Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

APPENDIX F. DEFINITION OF COMPOSITE MEASURES, ITEMS, AND RATINGS

The following tables present the composite measures, individual items and ratings for the 5.0 and 5.1 Adult Medicaid and Child versions of the CAHPS Health Plan Survey.

Table F-1. Adult Medicaid Composite Measures and Rating Items for 5.0 and 5.1 Versions of CAHPS Health Plan Survey

Question Text	Response Options
Getting Needed Care	
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? (5.0) / In the last 6 months, how often did you get an appointment with a specialist as soon as you needed? (5.1)	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	
Getting Care Quickly	
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed? (5.0) / In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed? (5.1)	
How Well Doctors Communicate	
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often did your personal doctor listen carefully to you?	
In the last 6 months, how often did your personal doctor show respect for what you had to say?	
In the last 6 months, how often did your personal doctor spend enough time with you?	
Health Plan Information & Customer Service	
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	
Overall Ratings	
Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?	Response Options <ul style="list-style-type: none"> • 0-10
Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?	
Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?	
Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	

Question Text	Response Options
HEDIS Items	
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?	<p>Response Options</p> <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	
In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.	
In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.	
Have you had either a flu shot or flu spray in the nose?	<p>Response Options</p> <ul style="list-style-type: none"> • Yes • No • Don't know

Table F-2. Child Medicaid and CHIP Composite Measures and Rating Items for the 5.0 and 5.1 Versions of CAHPS Health Plan Survey

Question Text	Response Options
Getting Needed Care	
In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? (5.0) / In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed? (5.1)	
Getting Care Quickly	
In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? (5.0) / In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed? (5.1)	
How Well Doctors Communicate	
In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often did your child's personal doctor listen carefully to you?	
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	
Health Plan Information & Customer Service	
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	
Overall Ratings	
Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?	Response Options <ul style="list-style-type: none"> • 0-10
Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's specialist?	
Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?	
Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	
HEDIS Item	
In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always

Question Text	Response Options
Children with Chronic Conditions Item Set	
Getting Specialized Services	
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often was it easy to get this therapy for your child?	
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	
Getting Prescription Medicine	
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Family Centered Care: Personal Doctor Who Knows Child	
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?*	Response Options <ul style="list-style-type: none"> • Yes • No
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	
Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?	
Family Centered Care: Getting Needed Information	
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Coordination of Care and Services	
In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?	Response Options <ul style="list-style-type: none"> • Yes • No
In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?	

* This item is not part of the Children with Chronic Conditions Items Set, but is included in the "Family Centered Care Personal Doctor Who Knows Child" composite.

APPENDIX G. HOW RESULTS ARE CALCULATED

This appendix provides an overview of how the results were calculated.

Survey Inclusion Rules for the Database

Both complete and partially complete records are included in the CAHPS Health Plan Survey Database. A completed record has responses to 50 percent or more of the key items and a response for one or more composite measures or rating items. A partially complete record has responses for one or more core composite measures or rating items but less than 50 percent of the key items. A list of the key items can be found in the [Fielding the CAHPS Health Plan Survey](#) guidelines.

Levels of Results

CAHPS Health Plan Survey Database results are calculated at both the respondent and health plan levels.

- **Respondent:** A respondent is defined as an individual enrollee who has completed or partially completed a CAHPS Health Plan Survey. Respondent-level survey results are calculated across all respondents in the Database, ignoring their association with a particular health plan. All but the percentile results are calculated at the respondent level.
- **Health Plan:** Health plan-level survey results are calculated across the respondents within a specific health plan. Health plan-level results are used for the percentiles only.

Types of Results

Top Box and Proportional Scores

Top box scores for survey items are created by calculating the percentage of respondents who chose the most positive response on a given item's response scale (e.g., "Always" on the "Always-Never" scale). The CAHPS Health Plan Survey uses several different response scales. Table 1 displays the different response scales and how the options are categorized for top box and proportional scoring.

Table 1. Top Box and Proportional Score Crosswalk to CAHPS Response Scales

Response Scale	Lower Proportion	Middle Proportion	Top Box Score
Dichotomous	No	--	Yes
4-point response scale	Never, Sometimes	Usually	Always
Global ratings	0-6	7-8	9-10

Note: The top box and proportional scoring results exclude missing in the calculation of percentages.

Calculating top box and other proportional scores for an individual survey item: Top box and other proportional scores are calculated by aggregating results across respondents for the health plan, sponsor or Database. For example, if 400 out of 1,000 total respondents answered “Always” to a particular item, the top box score for that item would be 40 percent [i.e., $(400 \div 1,000) * 100 = 40\%$].

Calculating top box and other proportional scores for a composite measure: The scores for a composite measure are equal to the average or mean of the proportion of responses (excluding missing data) in each response category across the items in the composite. The following steps show how those proportions are calculated:

- Step 1 – Calculate the proportion of responses in each proportional score category for each question in a composite measure.
- Step 2 – Calculate the average proportion responding to each category across the questions in the composite measure.

As shown in Table 2, top box scores for composite measures are calculated by averaging the top box scores across the items within the composite measure. This methodology can be applied to any of the CAHPS composite measures. For example, the “Getting Needed Care” composite measure has two items. If the top box score for the first item is 68 percent and the second item is 72 percent, the composite measure score would be 70 percent (i.e., $[68 \text{ percent} + 72 \text{ percent}] \div 2 = 70 \text{ percent}$). The same method is used for the other proportional scores.

Table 2. Sample Calculation of Top Box and Proportional Scores

Survey: CAHPS Health Plan Composite Measure: Getting Needed Care Composite

Items in Composite Measure	Response Scale	Lower Proportion (Never, Sometimes)	Middle Proportion (Usually)	Top Box Score (Always)
Got appointment for urgent care as soon as needed	Never, Sometimes, Usually, Always	12%	20%	68%
Got appointment for check-up or routine care as soon as needed		7%	21%	72%
Composite Measure Proportional Score	--	10% = $(12\% + 7\%) / 2$	21% = $(20\% + 21\%) / 2$	70% = $(68\% + 72\%) / 2$

As shown in this computation, each item is given equal weight when calculating the composite measure results. Computationally, this implies calculating the score of each item and then finding the average across the item scores to obtain the composite measure score. The items are weighted equally because there is no evidence to suggest that any item is more important than another.

Similar methods are used to calculate item top box and proportional scores at the health plan level and then used for percentiles.

Percentiles

Percentile scores are calculated at the health plan level and represent the percentage of health plans that scored at or below the top box score for a particular item or composite measure. For example, the 50th percentile, or the median, is the top box score at or below which 50 percent of all health plan top box scores fall. Percentiles range from 0 to 100.

Data suppression Rules

There are circumstances under which certain item or composite measure scores or reporting categories are suppressed (i.e., 'NA' is displayed). There are also times when certain health plans are excluded from percentile calculations. These instances of data suppression and/or exclusion are due to one or more of the following factors:

- too few respondents responding to an item,
- a health plan having too few completed surveys, or
- too few health plans for a particular reporting category.

The rules for data suppression and exclusion are described below.

1. Item Suppression

- a. If there are fewer than 20 valid responses available for any item, the item's results are suppressed.

2. Health Plan Suppression

- a. If there are fewer than 20 completed surveys for a given health plan, the health plan is excluded from percentile calculations. The health plan's results are still included in overall Database results.

3. Reporting Category Suppression

- a. When displaying scores by health plan characteristic (e.g., region), a particular characteristic's results are suppressed if there are fewer than 10 health plans for that category.